

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

(For us by us: This document was written, created, and edited by a human, not AI. These terms of service and Uptime Blueprint are designed as guard rails for our clients' success. This agreement is governed by and construed in accordance with the laws of the State of Tennessee and Sevier County; all rights are reserved.)

The “Lodge Masters Way”

This blueprint serves as an agreement between all involved to follow the “Lodge Masters Way” and provides the structure to our way of doing things. We provide expert and professional guidance and property care in the most effective and efficient ways possible. We have redefined property care.

Our Philosophy Is Simple: We provide the operational infrastructure for owners to overcome valleys and break through plateaus . By replacing the “reactive tax” with the use of various proprietary systems and strategies, we aim to improve margins, elevate the guest experience, and ensure long-term asset retention.

Our Promise: We sit at the table with our clients and work together to eliminate bottlenecks, build teams, and

2. Communication Protocols

In order to facilitate the most effective and efficient service, and to ensure the information is received by us, we require all communication to be through approved channels.

- **Approved Channels:** All communication must flow through **MaintainSTR**, phone, or email.
- **No Texting:** We do not respond to text messages due to "dead zones" and the risk of lost information.
- **Tech-Owner Boundary:** Technicians are not permitted to communicate directly with owners. Our Quality Assurance Team (QAT) serves as the dedicated point of contact to "translate" technical data into clear reports.

3. Site Control & Professional Workspace

The property’s status can fluctuate between being vacant, a residence, a rental, and a jobsite depending on its use and needs.

- **Jobsite Status:** During any service, your property is designated a "jobsite".
- **Exclusion Zone:** All non-personnel (owners, pets, guests, cleaners) must remain at least **20ft away** from the work area for safety.
- **Non-Interference:** We do not allow owners or guests to assist, hover, or "manage" our technicians. Interference will result in autocompletion of the job and forfeiture of deposits.

4. Financial & Operational Standards

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

In order to provide the best service at the best price possible, we must ensure that we can complete a service and control the quality of the outcome.

- **Incidentals:** We operate between a **\$200 "soft cap"** and **\$500 "hard cap"** for unplanned minor repairs, or emergencies, and preauthorize us to finish jobs without constant approval delays.
- **Materials:** We maintain 100% control over materials to ensure quality. If an owner provides materials, a **10% management fee** applies.
- **Deposits:** All services require a prepaid deposit to cover the initial assessment and report.

5. Strict Policies

- **AI Policy:** To ensure genuine interpersonal communication between people, we do not accept AI-generated instructions, disputes, resolutions, nor feedback. Use of undisclosed AI may potentially terminate the agreement.
- **No "Side-Work":** Attempts to bribe, solicit, or ply technicians into performing unauthorized "free work" or favors will result in immediate termination of service and legal action where applicable.
- **3rd Party Experts:** Any challenge or evaluation of our work by a 3rd party must be from a currently licensed expert with **10+ years of tenure** who can cite specific source codes (e.g., IBC/IRC).

The Lodge Masters "Code of Conduct"

To ensure success, we ask all clients to "Trust the Process" and adhere to these values: Be Professional. Be Proactive. Be Transparent. Be Responsive through proper channels.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Article I: Foundation & Brand Philosophy

Mission & Scope Of Service

Lodge Masters, LLC provides a specialized "Uptime" service model designed specifically for the Short-Term Rental (STR) cabin industry. We provide top-level services for all types of cabins. From true log cabins to stick built, chalets, and cottages. Our service is grounded in assessing root causes, determining urgency, and executing long-term structural and mechanical solutions. Our goal is to shift your property from a "reactive" maintenance cycle to a "predictive" strategy that keeps you guest ready.

- **Professional Standard:** We do not provide "temporary patches" or cosmetic cover-ups. Our service is rooted in seeking out root causes, determining urgency, and executing long-term structural and mechanical solutions.
- **The Uptime Goal:** By implementing seasonal preparedness and consistent baseline assessments, we aim to maximize property availability and guest satisfaction.

Operational Structure (The QAT Model)

To ensure efficiency and clarity, Lodge Masters operates under a "Bottom-Up" management structure. This empowers our field technicians to make critical, time-sensitive decisions while ensuring the client is shielded from technical friction.

- **The Quality Assurance Team (QAT):** The QAT is the exclusive professional interface for the client. They manage all inquiries, scheduling, and follow-ups.
- **Chain of Command:** Information flows from the **UP Technician (UPT)** to the **Team Leader (UPL)** and is then verified and "translated" by the **QAT** before being presented to the client via the **MaintainSTR** portal.
- **Consultation:** The **UP Consultant (UPC)** is the **principal** team member responsible for broad-perspective reporting and long-term budgetary guidance to assist the client in strategic decision-making.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Communication

Effective "Uptime" requires precise, documented data. To protect the property's history and ensure team efficiency:

- **Approved Channels:** All communication must be conducted via the **MaintainSTR** app, official company email, or the primary office phone line.
- **The "No-Text" Standard:** To maintain the integrity of the property's digital record and avoid "dead zones" in communication, Lodge Masters does not utilize SMS/Text messaging.
- **Interpersonal Boundary:** To ensure that technical data is properly vetted for accuracy, direct communication between Property Owners and Technicians is not permitted. All field data is managed through the QAT to ensure a consistent and professional experience.

Privacy & Confidentiality

All private and/or personal information provided to Lodge Masters, including property access codes, owner contact details, and location data, shall remain confidential.

LM retains ownership of all project documentation, including photos and service descriptions. These materials may be used for marketing or training purposes; however, LM agrees to de-identify property-specific details (such as street numbers or owner names) to maintain client privacy.

Availability

- **Standard Office Hours:** Monday – Friday, 9:00 AM to 5:00 PM EST.

Note: Service inquiry cut-off is 4:00 PM EST.

- **After-Hours/Holidays:** Subject to prior approval and premium "After-Hours" rates.

Service Area & Efficiency Routing

We prioritize time-on-task over time-on-the-road. We serve Sevier County and properties within a 30-minute drive of downtown Sevierville. To maximize "time-on-job" and eliminate unnecessary trip charges, we utilize efficiency-based routing. This allows us to keep costs lower for the client by grouping services geographically.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Pricing & The Uptime Matrix

Our pricing is determined by a comprehensive matrix to ensure accuracy, fairness, and property-specific needs. We offer an entire suite of service products to suit all property owner's needs.

- The Uptime Advantage Program
- The Uptime Program
- The On-Track Program
- And A la carte services

2.1 The Uptime (UP) & Uptime Advantage (UAP) Programs Our flagship programs transition properties from "Reactive Firefighting" to "Predictive Uptime." Enrollment is based on a mandatory initial Baseline Assessment.

Program Enrollment provides:

- **(2) Professional On-Site Assessments** per month to monitor property health.
- **10% Discount** on all out-of-scope labor and service tiers including projects*!
- **Priority Routing:** Members receive "First-In-Line" status for all service requests.
- **Strategic Planning:** Includes our Seasonal and Essential Planning data packages.
- **The 40% Guarantee:** A target 40% reduction in last-minute "on-call" emergency services.
- **On-Demand Flexibility:** Additional assessments may be ordered at a discounted member rate.

Project discounts are on labor only.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Property Size Chart

Class	Size	Scale(sqft)	Build Type	Monthly Retainer
Cottage	1-2 Bedrooms	300-1000	Stick / True Log	Starting at \$199
Cabin	3-4 Bedrooms	1000-2000	Stick / True Log	Starting at \$450
Lodge	5-10 Bedrooms	2000-5000	Stick / True Log	Starting at \$650
Grand Lodge	10+ Bedrooms	5000+	Stick / True Log	Custom Quote Only

Supplemental Services

Standard Labor Rates:	Std.	Urgent	Emergency*
Tier 1: Consultant		-Inquire for Pricing -	
Tier 2: Master/Specialist Tech	\$159	\$199	\$229
Tier 3: Skilled Labor	\$129	\$159	\$199
Tier 4: Basic Labor	\$99	\$119	\$139
Tier 5: Simple Labor	\$99	\$119	\$119

**Emergency/After-Hours/Holidays subject to approval.*

- **Materials & Procurement:** LM maintains 100% control over materials to ensure quality standards. A 10% management fee applies to any client-provided materials to cover logistics and inspection.
- **Bulk/Network Incentives:** Tiered discounts are available for owners with 10+ properties and commercial management firms with 200+ properties.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Article II: Services

Uptime Advantage Program (UAP) Our premium, comprehensive, flat-rate program covering all aspects of property maintenance from start to finish. This program is the pinnacle of the program with additional benefits, discounts, and guarantees. (For qualified properties only, inquire for more information with a Quality Assurance Team member.) If you want to take your property management company to the next level, this is for you!

Uptime Program™ (UP) Our flagship program, is the long term solution for your short-term rental. This model shifts the focus from "break-fix" maintenance to a high-reliability standards-based system used in mission-critical industries. By prioritizing property health while unoccupied, we ensure that your investment remains a high-performing asset.

Core Program Components

- **Ongoing Assessments** are the foundation of our program. We perform regular onsite evaluations during vacancy windows to identify and resolve emerging issues before they impact a guest.
- **Integrated Work Orders** | Supplementary repairs identified during an assessment may be performed onsite to maximize efficiency. These services are billed in 15-minute increments to ensure fair and precise pricing.
- **Essential Services** | Prioritized high-impact "guest experience" items—such as lighting, filtration, and hardware—ensuring the small details that drive review scores are never overlooked.
- **Seasonal Services** | We operate one season ahead. By performing preventative cycles (e.g., HVAC filtration, gutter clearance, spa sanitization, and exterior touch-ups) on a predictive schedule, we eliminate emergency "firefighting" and allow for stable budgetary planning.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Proactive Support

- **Coordinated Service Calls:** Supplemental services performed between guest stays to maintain the "Disney Experience"—ensuring all maintenance happens behind the scenes.
- **Assurance (On-Call) Support:** (Subject to approval) Exclusive support for reacting undocumented or unforeseen critical issues. Through the Uptime Program, our goal is to minimize the need for these reactive services.

Supplementary Service Menu

For clients utilizing in-house teams or requiring specialized assistance, we offer ancillary support to complement existing programs:

Maintenance Audits: A comprehensive "second look" at property condition. Ideal for acquisitions, dispositions, or quality control benchmarks. (Note: These are professional maintenance evaluations, not a substitute for state-licensed home inspections.)

Monthly Assessments: Stand-alone reporting and repair services for properties not currently enrolled in a full Uptime budget plan.

'Guest-Readiness' Walkthroughs: Brief, high-intensity assessments performed prior to VIP arrivals or major events to guarantee a seamless guest experience.

Professional Spa Services: Specialized expertise in hot tub and jetted bathtub chemistry, mechanical repair, and installation.

Standard Service Calls: Available for registered clients. These are scheduled in "service-hour" blocks (one hour/one technician) for targeted tasks. Additional technicians or time required will be billed at the standard skilled/unskilled labor rates.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Project Management

We execute a wide range of property improvements to maintain and increase asset value coordinated through MaintainSTR:

- **Minor Projects:** Fixture and appliance replacements, minor carpentry, and furniture logistics/assembly.
- **Capital Improvements:** Large-scope projects including deck restoration, flooring installation, and structural painting/staining. These projects include full planning, documentation, and coordination through MaintainSTR.
- **Trade Coordination:** While we handle a broad scope of work, we are not a substitute for certain specialty licensed trades (e.g., HVAC/Electrical/Plumbing) when local code requires a specific permit-holder. We can coordinate with these trades on your behalf as a part of our Project Management or Consultation services.

Professional Consultation

Technical strategy, project planning, and vendor coordination are available via scheduled consultation. To ensure dedicated focus, all consulting is scheduled in half-hour increments and is prepaid at the time of booking.

Strategic Owner Consultation/Coaching

For owners managing their own assets, we provide procedural guidance to eliminate operational chokepoints. By appointment only.

Service Exclusions

To maintain our standard of quality, Lodge Masters **does not offer** temporary "patch" work, experimental repairs, or services outside our core expertise (such as pest control, janitorial/cleaning, roofing, or foundation leveling). We focus exclusively on the defined boundaries of our program and improvement projects outlined in this agreement.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Article III: General Policies

Section I: Contact & Communication Policy

1.1 Approved Channels To maintain the integrity of the property's digital history and ensure technical accuracy, all communication must be conducted through the following approved channels:

- **The MaintainSTR Portal:** Primary channel for all service-related data, photos, and approvals.
- **Official Company Email:** For administrative and billing inquiries.
- **Primary Office Phone Line:** For time-sensitive operational discussions during standard hours.

1.2 The "No-Text" Standard Lodge Masters does not utilize SMS/Text messaging for professional communication. Due to regional "dead zones," signal latency, and the inability to properly archive text data within the property's permanent record, all incoming text messages will remain unread and unanswered.

1.3 Documentation & Recording All communications—written, electronic, or verbal—are subject to recording and documentation for the purposes of Quality Assurance and legal record-keeping. By engaging in service, the Client consents to this documentation.

1.4 Response Protocols & "The Translation Buffer" Information flowing from the field requires verification by the Quality Assurance Team (QAT) before being released to the Client.

- **Standard Response Window:** Inquiries will be addressed within 30 minutes.
- **Data Integrity:** This window ensures that technical data is "translated" into actionable reporting and verified for accuracy.
- **Availability:** Response times are subject to Standard Office Hours. Messages received after 4:00 PM EST will be processed the following business day.

1.5 Communication Continuity To prevent "information silos," communication regarding a specific service or project must remain within the initial channel used (e.g., MaintainSTR threads) unless the QAT directs otherwise. This ensures all team members have access to the same data set.

1.6 Communication Boundaries Lodge Masters maintains a zero-tolerance policy for aggressive, demanding, or interrogative communication.

- **Tone & Conduct:** Communications deemed "pushy" or insistent disrupt the QAT's ability to provide accurate data.
- **Recourse:** Management reserves the right to pause all communication and service if professional boundaries are breached. (See *Article III, Section V: Professional Conduct*).

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Section II: [Site Control & Safety Policy](#)

2.1 Identification & Site Authority To maintain a secure and professional work environment, Lodge Masters enforces strict identification protocols for all persons present within a service area.

- **Personnel Identification:** All technicians, workers, contractors, and subcontractors representing either party must be easily identifiable. Where appropriate, personnel will be in uniform and utilize visible signage or placards to indicate active work or restricted access zones.
- **Pre-Identification of Third Parties:** All persons involved in a service or expected to be within the service area (including owners or secondary vendors), must be identified to the QAT in advance.
- **Unauthorized Persons:** Any unidentified or unauthorized persons will be asked to leave the service area immediately.
- **Refusal & Non-Compliance:** If an unauthorized individual refuses to vacate the service area, Lodge Masters will document the incident and reserves the unilateral right to cancel or reschedule the service.
- **Administrative Recourse:** In the event of non-compliance, the service deposit is forfeited. The Company reserves the right to "Autocomplete" the service as-is, with no refund or credit forthcoming, to account for the mobilization and safety risks incurred.

2.2 Incidents & Reporting Any situation or event involving damage to persons or property must be reported immediately via an official Incident Report.

- **Document Status:** All Incident Reports are considered formal legal documents. They are designed to outline the situation with the maximum amount of pertinent information provided by first-party witnesses or those directly involved.
- **Witness Statements:** While first-party accounts are prioritized, statements from third- or fourth-party witnesses may be included at the discretion of the reporting party.
- **Objectivity & Causation:** Incident Reports are intended to be factual records of observations. The Company will not assign blame or causation within the report unless the result is a blatant and obvious consequence of a witnessed cause-and-effect event.
- **Reporting Protocol:** All incidents must be logged through the appropriate digital channels to ensure a permanent and unalterable record for insurance and quality assurance purposes.
- **Authorities:** The Company reserves the right to call and report any incidents determined or perceived to require emergency services, including but not limited to EMS, Law Enforcement, and the Fire Department.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

2.3 Privacy & Documentation Standards

- **Operational Documentation:** The Client acknowledges that photography and video are primary tools for Lodge Masters' Quality Assurance and "Uptime" baseline reporting. All such media remains the intellectual property of the Company.
- **Portfolio & Case Studies:** Lodge Masters reserves the right to use non-identifying photographs and video of work performed (e.g., "Before & After" shots, technical repairs, or project highlights) for promotional, training, or portfolio purposes. The Company agrees to obscure sensitive personal information, such as house numbers or personal family photos, to maintain the Client's anonymity.
- **Technician Privacy & Surveillance:** While the Company acknowledges the use of exterior security cameras for property safety, the Client must disclose the presence of any interior recording devices. To ensure a focused and safe work environment, technicians reserve the right to pause or terminate service if they encounter undisclosed or invasive interior surveillance.
- **Data Integrity:** All property data is stored within the secure Lodge Masters/MaintainSTR ecosystem and is utilized to maintain the permanent maintenance record of the asset.

2.4 Work Environment & Personal Security

Lodge Masters is committed to maintaining a workplace that prioritizes the physical and psychological safety of every individual on-site.

- **The Right to Safety:** All persons involved in a service—including technicians, contractors, and staff—reserve the absolute right to personal safety and security. This right supersedes the immediate completion of any task.
- **Professional Jobsite Designation:** During the performance of any service, the property or specific service area is designated a professional work environment. Standards of conduct, safety, and access usually reserved for commercial jobsites apply in full.
- **Authority to Pause:** Any person onsite who perceives a threat to their safety—whether from environmental hazards, faulty equipment, or human behavior—has the unilateral authority to pause service immediately without penalty.
- **Duty of Care:** The Client is responsible for ensuring the property is free of known, non-obvious hazards that could threaten the security of the technician. Failure to disclose known hazards (e.g., structural instability, aggressive animals, or environmental toxins) is a violation of this policy.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

2.5 General Safety Standards

Lodge Masters operates under a "Safety First, Service Second" mandate. All technical operations are governed by industry-standard safety protocols to protect the asset, the technician, and the Client's liability.

- **Technician Autonomy:** The technician on-site is the final authority on safety. If a technician deems a task, tool, or environment unsafe, their decision to halt work is final and supported by Management.
- **PPE (Personal Protective Equipment):** All personnel within an active work zone are required to wear appropriate PPE (e.g., masks, gloves, safety glasses, or high-visibility attire) as dictated by the task. Refusal to wear required PPE by any party will result in immediate removal from the service area.
- **Tool & Equipment Integrity:** Only Company-approved or professionally rated tools and equipment are permitted for use. Technicians will not utilize owner-provided ladders, tools, or "makeshift" equipment that has not been vetted for safety compliance.
- **Hazard Assessment:** Prior to beginning work, technicians perform a visual safety sweep. Any discovered risks (e.g., exposed wiring, gas odors, or structural compromises) will be documented and may result in a "Safety Halt" until the hazard is remediated.

2.6 Zone of Exclusion (ZOE)

To mitigate the risk of accidental injury, death, or property damage, Lodge Masters enforces a strict physical perimeter during all service operations.

- **The 20ft Boundary:** A mandatory **20ft Zone of Exclusion** must be maintained between the technician's Point of Interest (POI) and any non-service personnel. This includes owners, guests, children, and pets.
- **Hazard Justification:** This zone is required due to the unpredictable nature of pressurized systems, electrical discharge, tool failure, or falling debris.
- **Site Interference & "Hovering":** The ZOE is also a professional boundary. Any attempt by an owner or guest to enter this zone to "supervise," "assist," or "provide input" is a violation of site safety.
- **The "Stop Work" Authority:** If the 20ft ZOE is breached by any person or animal, the technician is authorized to cease all work immediately.
- **Consequences of Breach:** Failure to respect the ZOE will result in the immediate cancellation or rescheduling of the service. In these instances:
 1. The service deposit is **forfeited**.
 2. Lodge Masters reserves the right to "Autocomplete" the ticket and bill for the full scheduled time.
 3. The Company assumes zero liability for any injury sustained by a party who enters the ZOE in violation of this policy.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

2.7 Site Hazards & Environmental Risks

Lodge Masters reserves the right to assess all potential risks on-site. The following conditions are deemed "High-Risk" and may result in the immediate suspension of service and forfeiture of the deposit.

- **Hazardous Materials & Propane:** All hazardous materials, specifically propane and pressurized tanks, must be stored securely outdoors in designated, ventilated areas. Storage of these items inside a vehicle, living space, or unventilated storage area is strictly prohibited.
- **Unsecured Weapons & Illegal Items:** The presence of unsecured firearms, weapons, explosives, or illegal drugs/paraphernalia within the service area is a violation of the "Safe Work Environment" mandate. Technicians will report these findings immediately, and the service will be "Autocompleted" for safety.
- **Wildlife Interference:** Lodge Masters does not provide pest control or wildlife removal. The presence of wild animals (e.g., bears, venomous snakes) that present a clear risk will be avoided. If an animal prevents safe access to the site or a perimeter, the service will be rescheduled.
- **Terrain & High-Angle Access:** Properties featuring uneven, steep, or high-angle terrain that requires specialized equipment (e.g., scaffolding, ropes, cranes, or team-lift efforts) must be disclosed in advance. Failure to disclose "High-Risk Terrain" will result in a site-assessment fee and the rescheduling of the service until the proper safety team is deployed.
- **Containment & PPE:** In areas where chemical or hazardous materials are present, Lodge Masters will utilize containment (tarps/enclosures) and PPE. If a Client or guest refuses to allow the use of safety containment or interferes with PPE protocols, the technician will exit the site immediately.
- **Hazardous Disposal:** Proper storage and disposal of hazardous materials are the responsibility of the Client unless otherwise specified in the Work Order. Failure to provide a safe disposal path for hazardous waste may incur additional remediation fees.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

2.8 Pet & Animal Policy

To ensure the safety of our personnel and the security of the property's inhabitants, Lodge Masters enforces a zero-tolerance policy regarding unsecured animals.

- **Mandatory Securing:** All pets, regardless of breed, size, reported temperament, or "service animal" status, must be secured away from the work area (e.g., in a crate or a closed room not required for service) for the duration of the visit.
- **Owner Absence:** If a pet is found unsecured and no owner or guest is present to rectify the situation, the technician is prohibited from entering the property. The service will be cancelled and the deposit forfeited.
- **The "Hindrance" Clause:** If a technician determines that an animal—even if restrained—is a hindrance to the work (e.g., excessive barking, lunging, or creating a high-stress environment), they reserve the right to cease operations.
- **Liability Waiver:** Lodge Masters is not responsible for the escape, injury, or behavioral changes of unsecured pets. Any damage caused by an unsecured pet to Company tools, materials, or personnel will be billed to the Client at the full replacement or medical rate.
- **Rescheduling:** If a job must be cancelled or rescheduled due to a violation of this pet policy, the service deposit is forfeited, and a mobilization fee may apply.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

2.9 Guest & Owner Interactions

Lodge Masters maintains a strictly professional relationship with all parties. While we strive to be courteous to guests, our contractual obligation is solely to the Client.

- **Professional Conduct:** All interactions between technicians, guests, and owners must remain professional and courteous. Any behavior deemed hostile, intimidating, rude, demeaning, or aggressive—regardless of whom it is directed toward—will result in an immediate site exit.
- **The "Information Lockout":** To ensure data integrity and Client privacy, technicians are strictly prohibited from discussing the following with guests:
 1. **Business Operations:** Company internal affairs or the nature of the partnership.
 2. **Pricing:** Labor rates, material costs, or billing structures.
 3. **Job Details:** The specific nature of the repair or the "why" behind the service.
 4. **Client Privacy:** Any information regarding the property owner or previous service history.
- **Guest Interference:** Any attempt by a guest to manage, assist, or inhibit the movement/ability of the technician will result in a "Safety Halt."
- **The "No-Bribe" Policy:** Any attempt by a guest or owner to coerce or "bribe" a technician to perform tasks or services not listed on the official Work Order is a breach of contract and will result in immediate termination of the service.
- **Guest-Requested Departure:** If a guest asks a technician to leave the property, the technician will not depart until the guest contacts the Client/Owner to cancel officially. This ensures a recorded "Paper Trail" of the guest-initiated disruption.
- **Indecent Conduct:** Zero tolerance is maintained for nudity, pornography, sexual advances, or lewd behavior. Such incidents will be reported to the authorities and result in the immediate cancellation of service and a permanent ban of the guest from Lodge Masters-serviced properties.
- **Financial Recourse:** Any service terminated due to a violation of Section 2.9 results in the full service price being billed and the deposit forfeited.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

2.10 Wildlife & Pest Boundaries

Lodge Masters reserves the right to prioritize technician safety regarding local fauna.

- **Presence of Wildlife:** The Company reserves the right to cancel or reschedule a service due to the presence of any wild or stray animal in the proximity or perimeter of the service location that inhibits the ability to move freely or work safely.
- **Service Limitations:** Lodge Masters is not a licensed pest control or wildlife removal firm. We do not handle, relocate, or mitigate wild animals.
- **Warranty Exclusion:** We do not offer Quality Assurance or warranties on any previous projects or services where damage has been subsequently caused by pests or wildlife.

2.11 Environmental Events & Acts of God

Lodge Masters is not liable for delays or damages caused by events beyond human control.

- **Liability Waiver:** The Company is not responsible for any "Act of God," including but not limited to: flooding, fire, fallen trees/limbs, snow, ice, or animal-driven property damage.
- **Travel & Access:** If a technician is en route and is stopped, slowed, or detoured due to unsafe road conditions or "Acts of God" on main thoroughfares, the Company reserves the prerogative to cancel or reschedule the service.
- **The "Attempt" Policy:** If a Client requests that Lodge Masters "make an attempt" to reach a property during or immediately after a severe weather event (e.g., heavy snow/ice), and the technician is unable to safely reach the site or deems the site work environment unsafe upon arrival, the service deposit is forfeited.
- **Governmental Emergencies:** Lodge Masters is not responsible for service failures resulting from a Declared Emergency by local, state, or federal government entities.
- **Damage Claims:** Any property damage resulting from environmental factors (frozen pipes, wind damage, etc.) remains the sole responsibility of the Property Owner.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Section III: Financial & Billing Policy

3.1 Pricing Philosophy: The Unit Matrix Lodge Masters is a solution-oriented, results-based company. Clients engage our services to eliminate liabilities and ensure property "Uptime," not to "watch the clock."

- **The Result Standard:** Billing is calculated based on the final result and the value of the solution provided, utilizing a **Variable Pricing Matrix**. This matrix accounts for technical difficulty, environmental hazards, required manpower, terrain complexity, and specialized skill sets.
- **Base Rates & Estimates:** All upfront pricing is an **Estimated Base Cost** predicated on known variables. This is the minimum price point for service and is subject to adjustments for incidentals, technical upgrades, add-ons, "Change Work Orders," and necessary time extensions.
- **Unit Pricing vs. Cost Plus:** To maintain a high standard of efficiency, we utilize **Unit Pricing** rather than a "Cost Plus" (Time + Materials) model. You are paying for the successful completion of the service as defined by the Unit Matrix, regardless of the specific minute-count on-site.
- **The Service Hour Format:** Initial services are issued in a "Service Hour" format to facilitate scheduling and logistics. If a service is completed under the estimated time, the deposit covers the expertise and mobilization required to achieve that efficiency.

3.2 Deposits & Scheduling

- **Mandatory Deposit:** All services require a prepaid deposit to secure a position on the active schedule.
- **Scope of Deposit:** The deposit covers the initial mobilization, site assessment, and the generation of the subsequent report.
- **Service Credit:** At the Company's discretion, deposits may be applied as a credit toward the final balance of a completed project to ensure a seamless financial closing.
- **Forfeiture:** As established in **Section II**, any breach of site safety, conduct, or identification policies results in the immediate forfeiture of the deposit to cover mobilization and administrative costs.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

3.3 Cancellation & Rescheduling Lodge Masters operates on a high-density schedule. Cancellations directly impact our ability to serve our broader client base and maintain "Uptime" for all assets.

- **Standard Service Cancellations (Single Visit):**
 - **48-Hour Notice:** Cancellations made within 48 hours of the scheduled date incur a **Booking Fee** deduction to cover administrative and logistical prep.
 - **24-Hour Notice:** Cancellations made within 24 hours of the scheduled date result in a **Full Deposit Forfeiture** if the time slot cannot be filled.
- **Project-Scale Cancellations (Multi-Day/Large Scope):**
 - **Outside 14 Days:** An administrative fee will be deducted from any refund to cover the procurement and scheduling process already performed.
 - **Inside 14 Days:** A cancellation fee up to the **total of the initial deposit** will be deducted.
 - **Inside 7 Days:** The deposit is **forfeited in full**.
 - **Same-Day Project Cancellation:** The deposit is forfeited, and an **Additional Administrative Fee** will be billed to cover the emergency rescheduling and lost wages of the assigned team.
- **Client-Driven Alterations:** Any changes made by the Client to the agreed-upon timetable or schedule will result in a re-evaluation of the service fee. This may include a shift to a **Day Rate** and additional charges for time extensions required for secondary setup, servicing, and cleanup.
- **Interrupted Projects:** Any project subdivided or interrupted by guest bookings, owner interference, or undisclosed site obstacles may be cancelled or rescheduled at the Company's sole discretion. Such interruptions will incur additional fees and may result in the immediate cancellation of the service or project with forfeiture of the deposit.
- **Right of Refusal:** Lodge Masters reserves the right to cancel any service or project if it is determined that any **third party, in-house technician, or team member** is interfering with the professional standards, security, or safety of our team.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

4.1 The Tiered Assignment System To ensure technical accuracy and fair market pricing, Lodge Masters utilizes a variable Tier System. Services are priced and technicians are dispatched based on the required skillset, tools, and risk profile of the Point of Interest (POI).

- **Tier 1: Simple Unskilled** | Services requiring no specialized tools or diagnostic training. Examples: Easily accessible light bulbs, air filters, or battery swaps.
- **Tier 2: Basic Unskilled** | Services requiring fundamental hand tools (screwdrivers, pliers) or a standard step ladder.
- **Tier 3: Basic Skilled** | Moderate services requiring power tools (drills, saws), 8ft+ ladders, or basic diagnostic knowledge.
- **Tier 4: Skilled** | High-level services requiring advanced experience, specialty diagnostic equipment, professional training, or specialized physical abilities.

4.2 Tier Adjustments (Upgrades & Downgrades) The initial service tier is assigned based on the Client's description. However, the final rate is determined by the actual requirements discovered on-site.

- **Service Upgrades:** If a site assessment reveals that an "Unskilled" task requires "Skilled" intervention (e.g., a "simple" leak is actually a pressurized pipe burst), the service will be upgraded to the appropriate Tier rate.
- **Service Downgrades:** If a "Skilled" request is resolved via "Unskilled" methods, Lodge Masters will issue a credit for the balance of the difference, where applicable.
- **Escalation & Change Orders:** All services are subject to **Service Escalation**. This includes Change Work Orders, adaptations to unforeseen difficulty, and shifts in the "Order of Importance" based on real-time site data.

4.3 Priority Escalation (Emergency Protocol) Lodge Masters reserves the unilateral right to "Escalate" a service status from "Backlog/Unimportant" to "High Priority" based on our internal Risk Matrix.

- **Trigger Events:** Priority Escalation occurs when a situation presents a verified risk to **Life, Limb, or Property**.
- **Impact:** Escalated services bypass the standard queue and may incur "Emergency Dispatch" fees to account for the immediate reallocation of Company resources.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

4.4 Priority & Queue Policies

Lodge Masters maintains strict control over dispatch logistics to ensure the most critical asset threats are addressed first.

- **Standard Queue:** All services are generally processed on a "first-come, first-served" basis. A Client's investment level, personal relationship, or social status does not grant automatic priority over previously scheduled maintenance.
- **HRMS Authority:** It is the sole prerogative of the **HRMS (Human Resource Management System)** to determine the Order of Importance and the priority in which services are provided.
- **The Escalation Scale:** Priority is measured using an internal scale of **Importance, Urgency, and Emergency**. Other determining factors include the potential for secondary damage and the safety protocols outlined in this Constitution.
- **Emergency Conflict Resolution:** In the event that multiple "Emergency" requests are received simultaneously, Lodge Masters reserves the right to triage these requests. We will determine the sequence of response based on our internal definition of "Emergency" (Risk to Life, Limb, or Property).
- **Schedule Flexibility:** The Company reserves the right to modify, adjust, reject, reschedule, or reassign any service request. Any such changes will be made with due process and based on legitimate logistical or safety-related reasons.
- **The "Uptime" Determination:** Final urgency and priority levels are determined solely by our internal escalation scale, not by the perceived urgency of the Client or Guest.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

4.5 Stop-Loss & Efficiency Policy

In alignment with our "Uptime" philosophy, Lodge Masters prioritizes the most efficient path to asset restoration. We do not believe in "throwing good money after bad."

- **Stop-Loss Authority:** Lodge Masters reserves the right to unilaterally cease service on a specific item or Point of Interest (POI) if the repair is deemed unnecessary, excessive, or "beyond economical repair" (BER) regarding time, materials, or labor.
- **Strategic Pausing:** We reserve the right to pause or reschedule a service in order to:
 1. **Resource Optimization:** Acquire more appropriate or cost-effective materials that reduce the total project cost.
 2. **Skillset Alignment:** Reassign the task to a more experienced or specialized technician to ensure a higher quality outcome.
- **The "Replacement Recommendation":** If a Stop-Loss is triggered, the technician will document the reasoning in the subsequent report and provide a recommendation for replacement or a different Tier of service.
- **Financial Integrity:** Stopping a service under this policy is done in the "Best Interest" of the Client to prevent runaway labor costs on failing assets.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

5.1 Scheduling Authority To maintain the integrity of our dispatch system and the "Uptime" of all managed assets, all appointments are governed by the following mandates:

- **LM Prerogative:** All services must be approved by **Lodge Masters (LM)** management before scheduling. Technicians do not have the authority to "squeeze in" tasks or alter the schedule on-site.
- **Owner-In-Residence Requests:** Owners visiting their property who wish to meet with staff or have work performed during their stay must make arrangements through **LM** with standard lead times. **"Last-minute" or short-notice requests will not be accommodated.** Lodge Masters is a professional firm, not an "on-call" concierge.
- **Emergency Triage Override:** In the spirit of the "Uptime" philosophy, Emergency Services are our top priority. **LM** reserves the right to reschedule and/or reroute a technician from a standard appointment to respond to an emergency elsewhere.
 - **Rescheduling Integrity:** No rescheduling fee is charged if **LM** initiates the change due to an emergency.
 - **Staff Substitution:** We will attempt to provide a suitable replacement technician for the original slot whenever possible.
 - **Client Out-Clause:** If a technician is rerouted and the Client must hire a third party to meet an immediate need, the initial deposit for that specific service will be **fully refunded.**

5.2 Critical Logistics & Guest Coordination The Client is responsible for maintaining the accuracy of the site's "Operational Window."

- **Reporting Changes:** **Lodge Masters** must be informed immediately of any last-minute check-ins, early arrivals, or late departures.
- **The "Zero Window" Penalty:** If a change in the guest's schedule (e.g., an undisclosed early arrival) prevents our team from performing the planned service, the job will be **cancelled or rescheduled**, and the **deposit will be forfeited** to cover the loss of the time slot and mobilization of **LM** resources.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

6.1 The "Operational Day" & After-Hours Lodge Masters maintains a professional 9:00 AM to 5:00 PM (EST) operating window.

- **Inquiry Cutoff:** Any service **Inquiry** received after **4:00 PM** will be processed the following business day.
- **Same-Day Service Disclaimer:** There is **no guarantee of same-day service** for any inquiry, regardless of the time it is received.
- **The "Non-24/7" Policy:** Lodge Masters is not a 24/7 concierge. Communication received outside of business hours will be addressed the next business morning.
- **Emergency Exception:** After-hours response is reserved strictly for what **LM** defines as an Emergency (Risk to Life, Limb, or Property). Standard maintenance or guest "annoyances" do not qualify for after-hours mobilization.
- **Queue Integrity:** All services are processed on a "First-Come, First-Served" basis. As established in Section 5, unannounced visits by Owners do not grant them priority status or the right to bypass the existing queue.

6.2 Service Call Mechanics

- **The "First Hour" Advance:** All service calls are prepaid for one hour in advance. This covers mobilization, travel, and the initial assessment/service window.
- **Access Hindrance:** If travel time is extended or access is hindered by undisclosed site conditions (e.g., gated access codes not provided), additional service fees will apply.
- **On-the-Way Forfeiture:** Once a technician has notified the Client that they are "En Route" or have commenced service, the deposit/prepayment is **non-refundable**, regardless of whether the guest denies entry or the Client cancels.

6.3 Project Lead Times & Planning To ensure technical precision and resource allocation, Project inquiries must be submitted with the following minimum lead times. *Note: Lead time begins only after the initial deposit is paid and the Work Order is signed.*

- **Minor Projects:** Minimum **one (1) week** advance notice.
- **Major Projects:** Minimum **three (3) weeks** advance notice. (This provides a 7-day buffer before the "14-day Forfeiture Window" established in Section 3.3 kicks in).
- **Project Requirements:** All projects are subject to a formal Estimate, an Operational Plan, a Deposit, and a Milestone Payment Schedule. No project will commence or be placed on the active calendar without a signed Work Order and cleared Deposit.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

7.1 The "Good Faith" Authorization & Spending Caps To ensure maximum efficiency and prevent unnecessary delays in asset restoration, Lodge Masters operates under a standing "Good Faith" authorization. This allows our technicians to resolve unforeseen issues in real-time without halting the "Uptime" process.

- **The Soft Cap (\$200.00):** All scheduled services include an automatic **\$200.00 Soft Cap** for additional labor or materials required to complete the Point of Interest (POI). **LM** is authorized to exceed the initial estimate by up to this amount without further client approval to ensure the job is finished during the initial mobilization.
- **The Hard Cap:** This is the absolute ceiling for a specific service or project as defined in the initial Work Order. Any costs exceeding the **Hard Cap** (the initial estimate + the \$200 Soft Cap) require a "Change Work Order" and written or documented electronic approval from the Client before proceeding.
- **Management Approval:** All timeframes, technical adjustments, and service modifications are subject to final approval by **LM** management to ensure technical and safety standards are maintained.
- **Additional Fees:** All services performed in "Good Faith" that require resources, specialized equipment, or extended labor beyond the initial inquiry are subject to additional service fees.

7.2 Site & Environmental Modifiers The complexity of the terrain in our service area requires specific logistical accounting to protect our personnel and equipment.

- **Hazardous Grounds Modifier:** Properties featuring uneven terrain, steep inclines, or hazardous ground conditions that increase the risk of injury or equipment damage must have a **Service Modifier** applied. Additional service fees will apply to account for the increased liability and physical strain of "Mountain Work."
- **Access & Safety Limitations:** Factors such as restricted site access, safety hazards, or lack of necessary utility clearance are subject to **LM** approval. If these limitations require specialized workarounds, additional service fees will be assessed to the Client.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

8.1 Service-Level Cancellations For standard maintenance and one-off service calls, the following administrative recovery fees apply:

- **Short-Notice Cancellation:** Services cancelled by the Client on the same day or within 24 hours of the scheduled date are subject to a **Minimum Service Fee of up to 50%** of the agreed-upon amount. This covers the administrative cost of creation, scheduling, and staff notification.
- **No-Notice Forfeiture:** Services cancelled without any prior notice within the 24-hour window are **100% forfeit**.
- **The "Guest-In-Room" Forfeiture:** If a property is designated as "Available for Service" (e.g., a turnover window or vacant status) but is found to be occupied by a guest or other persons upon arrival, the service will be cancelled immediately and the **service fee is forfeited in full**.

8.2 Project-Level Cancellations Large-scale works require significant "back-office" preparation. These fees recover that "invisible" labor.

- **Small Project Cancellation:** Small projects cancelled with notice within 24 hours of the start date are subject to a **50% administrative deduction** from the deposit.
- **Large Project Forfeiture:** Large projects cancelled within **7 days** of the scheduled start date will **forfeit the initial deposit in full**. This covers time and labor spent on drafting, planning, procurement, bookkeeping, and resource allocation.
- **The Rescheduling Trap:** Large projects that are rescheduled and subsequently cancelled are subject to **full deposit forfeiture** if the new start date is not finalized and executed within **30 days** of the original notification.

8.3 Appointment & Schedule Integrity

- **Securement Fees:** Any fees paid to secure a specific appointment time are subject to cancellation penalties if changed within 24 hours of the scheduled slot.
- **Company Adjustments:** Schedule adjustments initiated by **Lodge Masters (LM)** will be communicated to the Client in a timely manner. As established in Section 5.1, LM-initiated changes do not incur client penalties and may be eligible for a deposit refund if a third party must be hired.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

9.1 Company-Initiated Rescheduling (Strategic Realignment) Lodge Masters (LM) operates a dynamic queue. To maintain the highest level of service across all managed assets, we reserve the right to shift appointments to accommodate technical necessity.

- **The Emergency Override:** LM may reschedule a standard service to address a "Life, Limb, or Property" emergency elsewhere.
- **The No-Penalty Guarantee:** If LM initiates a reschedule for internal logistical reasons, the Client incurs no additional fees. If the new window is unacceptable to the Client, the initial deposit for that specific service will be fully refunded or issued as a service credit.
- **The 30-Day Credit Expiration:** Any credits issued due to an **LM-initiated** reschedule must be utilized within **30 days** of the date of issuance. Lodge Masters will not carry "Open Credits" beyond this window; failure to utilize the credit within 30 days results in deposit forfeiture.

9.2 Client-Initiated Rescheduling (Operational Disruption)

- **The 48-Hour Window:** Clients may reschedule a standard service up to 48 hours before the appointment with no penalty.
- **Short-Notice Rescheduling (Inside 48 Hours):** Requests to move a service within 48 hours are subject to a **Rescheduling Fee** to cover the lost opportunity cost of that time slot.
- **The "Guest-Arrival" Reschedule:** If a technician arrives and must leave because a guest checked in early (without 24-hour notice to LM), this is treated as a **Cancellation/Forfeiture** (as per Section 8.1), and a new deposit is required to get back on the schedule.

9.3 Project Rescheduling (Large Scope)

- **The 30-Day Limit:** Any Large Project moved by the Client must be recommenced within **30 days** of the original date. Failure to lock in and execute a new start date within this window results in **Full Deposit Forfeiture**.
- **Material Storage:** If a project is rescheduled after materials have already been procured, a **Storage & Handling Fee** will be applied to the final invoice to cover the space and liability of holding those items.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

10.1 The 4:00 PM Inquiry Protocol To maintain logistical control, all service inquiries are governed by the following timing and priority standards:

- **Post-4:00 PM Inquiries:** Any service inquiry submitted after 4:00 PM EST is subject to **LM** management approval and will be governed by our After-Hours Policy.
- **Same-Day Service Disclaimer:** Inquiries issued for same-day service after 4:00 PM are not guaranteed. Approval is based strictly on technician availability, existing traffic conditions, and the established Priority Scale.
- **After-Hour Rates:** Approved services initiated after 4:00 PM will incur **After-Hour Rates** as defined in the Service Rate Schedule.

10.2 Peak Traffic & Surge Modifiers Lodge Masters operates in a high-density tourism environment. External factors that impede our movement incur "Logistical Surges."

- **Peak Traffic Windows:** Inquiries requested during peak traffic hours (due to holidays, local events, or the 4:00 PM – 9:00 PM window) may incur **Additional Fees** for travel time and procurement logistics.
- **Environmental Variables:** All services are subject to technician availability, time constraints, hours of operation, holidays, local events, traffic congestion, and weather delays.
- **The "No-Guarantee" Provision:** Due to conditions outside of our control (e.g., event traffic, mountain weather, or road closures), scheduled dates and times are **estimates only and are not guaranteed.** **10.3 Dispatch Autonomy**
- **LM Discretion:** All services are processed on a "First-Come, First-Served" basis unless otherwise prioritized by **LM** management based on the Risk Matrix (Life, Limb, or Property).
- **Operational Flexibility:** **LM** reserves the right to change, modify, reassign, or reschedule appointments to maximize the "Uptime" of the total asset pool.
- **Good Faith Clause:** All services are performed in **Good Faith** for the primary benefit and best interest of the Client and their property assets.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

11.1 The "Operational Window" Protocol To account for the logistical variables of the region (traffic, weather, and terrain), all appointments are governed by the following scheduling standards:

- **The 2-Hour Arrival Window:** All scheduled appointments are provided with a **general two-hour arrival timeframe**. These windows are estimates provided for logistical planning and are not fixed guarantees.
- **LM Discretion:** The final scheduling of any service is at the sole discretion of **Lodge Masters (LM)**.
- **The "Deposit-First" Mandate:** All service deposits are due at the time the invoice/quote is issued. **A service will not be placed on the active schedule until the deposit is paid in full.**
- **The "No-Guarantee" Provision:** Payment of a deposit secures a place in the queue but does not guarantee a fixed fulfillment time. All services remain subject to Change Work Orders, additional time requirements, and the Priority Triage of emergency calls.
- **Emergency Acceptance:** All emergency appointments require express acceptance by **LM** and are handled at our sole discretion. We reserve the right to prioritize emergency services over standard appointments as defined by our Risk Matrix.

11.2 Assignment & Labor Autonomy Lodge Masters maintains total control over the deployment of its human capital to ensure the "Uptime" of all client assets.

- **Right of Assignment:** **LM** reserves the unilateral right to assign the most appropriate team, technician, or specialist to any service or Point of Interest (POI).
- **Skillset Matching:** Assignments are made based on the **Tier System** (Section 4.1) to ensure that the technical requirements of the job match the capabilities of the worker.
- **Client Non-Interference:** The Client may not request specific technicians or interfere with the assignment process. **LM** is hired as a firm; the deployment of specific personnel is an internal management decision.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

12.1 The Property Shield™ Exclusive Access After-hours and holiday services are not a standard offering. To protect our team's rest and operational readiness, these services are governed by strict eligibility:

- **Program Requirement:** We only offer after-hour and holiday services to clients actively enrolled in the **Property Shield Program™** whose accounts are in good standing.
- **Emergency Only:** These windows are reserved strictly for emergencies (Life, Limb, or Property). Non-emergency inquiries made after 4:00 PM EST will be scheduled for the next available standard business date.
- **The Project Prohibition:** Due to the intensive nature of labor and logistics, **Projects will not be scheduled or performed during holidays or after-hours.**

12.2 Financial & Operational Modifiers Requesting service during these high-friction windows constitutes an agreement to the following financial terms:

- **Advance Payment:** All emergency deposits and service fees must be paid in full prior to technician mobilization.
- **The Expense Blanket:** By requesting emergency service, the Client agrees to pay all additional expenses accrued in the pursuit of fulfillment, including surge pricing for parts, travel premiums, and emergency labor rates.
- **External Variables:** Holidays and events in the Sevierville/Pigeon Forge area significantly impact retail hours, product availability, and traffic. Additional time and costs accrued due to these factors will be applied to the final invoice.

12.3 Rights & Discretion

- **Technician Autonomy:** All emergency services requested after 4:00 PM EST require the express approval of the on-call technician.
- **Right of Refusal:** **LM** reserves the right to decline any after-hour or holiday service inquiry for any reason.
- **Third-Party Handoff:** **LM** reserves the right to "hand off" emergency services to vetted 3rd-party providers if deemed necessary to ensure asset protection.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

12.4 Designated Holiday Schedule The following dates are subject to **Holiday Rates** and the protocols listed above:

- **Spring/Summer:** Memorial Day, Independence Day, Labor Day.
- **Autumn/Winter:** Columbus Day, Veterans Day, Thanksgiving, Christmas Eve, Christmas Day.
- **New Year:** New Year's Eve, New Year's Day.

13.1 The Stewardship Mandate Lodge Masters (LM) operates with the primary intent of property improvement and asset longevity. We view ourselves as stewards of your investment, not just laborers.

- **Operational Control:** To provide the safest and most cost-effective service, **LM** reserves the right to contain and control the service area on any property, regardless of the scope of work. This includes restricting access to certain zones for the sake of safety, security, and the ultimate benefit of the Client.
- **The "Duty to Disclose":** **LM** reserves the right to immediately inform the Client, guests, or any other persons on-site of any urgent issues that may affect **Life, Limb, or Property**. We will not be silenced by "guest experience" concerns if a legitimate physical danger exists.
- **Proactive Initiative:** If a technician discovers a critical failure while performing an unrelated task, they are authorized under our Stewardship mandate to take immediate stabilizing action to prevent further asset degradation.

-

13.2 Environmental & Travel Realities In the mountain regions of East Tennessee, travel is a variable, not a constant. The Client acknowledges that the following factors are "Acts of Location" and may impact service delivery and billing:

- **Logistical Impediments:** **LM** is not liable for delays caused by:
 - **Road Closures & Re-routes:** Common in mountain terrain due to weather or maintenance.
 - **Heavy Traffic & Events:** Specifically during "Rod Runs," car shows, and peak tourism holidays.
 - **Restricted Access:** Events that limit travel to or from a specific holler or ridge.
- **Time Extensions:** Any time lost due to the aforementioned factors after a technician has mobilized will be documented and may result in service time extensions or additional travel fees.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

14.1 Operational Disclosure Due to the complexity of the "Uptime" systems we manage, **Lodge Masters (LM)** follows strict protocols to maintain control over quality, workflow, and outcome. To ensure the integrity of these systems, full transparency is required from all parties.

- **Client Transparency:** Clients are required to provide full disclosure on all service items, history, and expectations in advance using clear, documented language.
- **Pertinent Information:** All persons involved in a service—including owners, guests, and onsite staff—are required to disclose all information relevant to the service to prevent safety hazards or mechanical failure.

14.2 The "Third-Party Expert" Protocol To prevent miscommunication caused by the conjecture, opinion, or judgment of unqualified or uninvolved individuals, **LM** mandates strict citation rules:

- **Source Identification:** Any and all third-party sources—including trade professionals, "experts," codes, ordinances, or technical data—presented to **LM** as a challenge or instruction must be formally identified and cited.
- **Unsolicited Information:** **LM** will not alter procedures or accept "corrections" based on unsolicited advice from unqualified sources, programs, or data lacking proper reference.
- **Mandatory Disclosure:** Any third party directly or indirectly involved in a dispute, alternative opinion, or judgment of **LM's** service must be disclosed immediately. This includes any person, AI program, or external data source.
- **Penalty for Non-Disclosure:** Failure to disclose the involvement of third-party influencers or "consultants" may result in the immediate **termination of the service agreement and the forfeiture of all deposits.**

15.1 Remedial Change Orders (Necessary Work) During the execution of a project, **Lodge Masters (LM)** may encounter unforeseen issues (e.g., dry rot, structural failures, or substandard prior repairs) that must be addressed before the primary task can safely continue.

- **Mandatory CWO:** **LM** will issue a Change Work Order for the necessary remedial work.
- **Payment Terms:** 100% of the CWO amount must be paid upfront prior to the commencement of the new work.
- **Stop-Work Trigger:** If a CWO remains unpaid for more than **24 hours**, all work on the property will cease until the account is settled.
- **Abandonment Clause:** If the Client refuses to approve a necessary CWO and the primary job cannot safely or effectively continue, the job will be terminated. The Client will be billed for all labor completed to date, and **all deposits are forfeit to Lodge Masters.**

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

15.2 Additional Work Orders (Client-Requested Scope Creep) Lodge Masters is happy to accommodate "while you are here" requests, provided they do not compromise the "Uptime" of our existing schedule or primary project.

- **Procedural Separation:** New items outside the original scope will not be started until the original job is completed, unless the CWO is a technical requirement for the primary project.
- **The Interruption Fee:** If **LM** is asked to estimate or plan additional work while a project is already in progress, a **\$100.00 per hour "Interruption Fee"** will be applied to the new estimate. This covers the administrative time away from the primary job and the cost of logistical reassignment.
- **Advance Fee Payment:** This \$100.00 fee must be paid **upfront** before the estimating process for the new work begins.
- **Billing Structure:** All additional work is estimated and invoiced as a separate, stand-alone CWO.

15.3 CWO Execution & Payment

- **Written Approval Only:** No change order work will be performed without documented written approval and verified payment.
- **Timeline Integrity:** All CWO payments are subject to the same **24-hour stop-work rule**. Work remains halted on the entire property until the CWO is funded, protecting **LM** from carrying the financial burden of expanded project scopes.

16.1 The "On-Site Assessment" Upcharge Initial service directives issued by the Client are considered preliminary estimates.

- **Directive Upcharges:** If the onsite assessment reveals that the actual Point of Interest (POI) requires higher technical expertise, specialized equipment, or more intensive labor than initially described, an **Upcharge** will be applied immediately to the service directive.
- **Findings-Based Adjustments:** **LM** reserves the right to modify the job description and pricing based on physical testing and onsite viewing, rather than the initial report provided by the Owner, Guest, or 3rd party.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

16.2 Change Work Orders (CWO) for Extras Any change, modification, or additional service request that falls outside the original scope will be handled as follows:

- **Separate Work Orders:** All "Extras" will be issued as separate work orders to maintain clear documentation and accounting.
- **Upfront Funding:** CWOs for additional services must be **paid up-front and in full** prior to the commencement of that specific work.
- **Approval Chain:** All change orders remain subject to mutual approval by both the Client and **LM** management.

16.3 Prorated Add-Ons & Discoveries For minor additions or newly discovered items that do not require a full project-level CWO:

- **Real-Time Additions:** Add-ons and change requests due to newly discovered items during a service may be added to the current balance of the existing work order.
- **15-Minute Increment Billing:** To ensure precision and fairness, additional time extensions or new requirements to fulfill a modified work order are **prorated in 15-minute increments** per **LM** policy.

17.1 The "Results" vs. "Hours" Model

- **Unit Pricing:** All service pricing is structured as "Unit Pricing." This includes all expected fees for expertise, time, and labor as they pertain to a specific task.
- **Outcome-Based Billing:** By utilizing our services, you are paying for the **completed project or task**, not "hourly plus materials." This model ensures the highest quality outcome rather than a focus on billable minutes.
- **Incidental Exclusions:** Standard unit pricing does not include incidentals, add-ons, or change orders unless explicitly stated in the work order.

17.2 The Assessment "Truth" Clause

- **Assessment Supremacy:** **LM** reserves the right to modify the job description and scope based on **on-site viewing and professional testing**. * **Real POI Definition:** Our technicians define the "real" issue based on onsite data, which supersedes the initially stated issue provided by the owner, guest, or 3rd party. This ensures the appropriate measures are taken to handle the Point of Interest (POI) correctly the first time.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

17.3 Credits & Discount Protocols

- **Determined Necessity:** Credits for fees determined to be unnecessary, overcharged, or extraneous are subject to approval by a **Quality Assurance Team (QAT) Manager**. * **30-Day Credit Lifecycle:** Approved credits may be applied to the client's account for a period of **no more than 30 days**. If not utilized within this window, the credit expires.
- **Refunds:** All valid refunds will be issued, and the client will be notified.
- **Discounts & Price Matching:** To maintain transparency and service quality, **LM does not offer price matching**. Discounts are granted solely at the discretion of **Lodge Masters** management.

17.4 Fee Schedule & Prorating

- **The 15-Minute Rule:** Additional fees for new tasks, items, or time extensions required to fulfill a work order are prorated in **15-minute increments**.
- **Baseline Rates:**
 - **Standard Assessment:** Starting at \$99.
 - **Emergency Assessment:** Individually Assessed.
 - **Property Shield Program™:** Individually Assessed.
 - **Premium Windows:** After-Hours, Holidays, Events, and Day Rates are subject to specific "Assessed" surge pricing.

18.1 Financial Penalties & Late Fees To maintain operational liquidity and fair business practices, the following penalties apply to all delinquent accounts:

- **Late Fees:** Any failure to pay, including returned checks, insufficient funds, or closed accounts, will accrue an aggregate **10% per month late fee**.
- **Grace Period:** Late fees begin five (5) days after the invoice due date, in accordance with **Tenn. Code § 66-28-201(d)**.
- **Non-Disclosure Assessment:** Additional fees will be assessed if a service is hindered or extended due to the Client's non-disclosure of relevant property information.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

18.2 Termination & Remittance

- **Constructive Termination:** Failure to comply with any policy outlined in this Constitution is construed as a voluntary termination of service by the Client.
- **Accelerated Payment:** Upon termination, all outstanding financial obligations become due immediately and must be remitted within **seven (7) calendar days**.
- **Legal Action:** **LM** reserves the right to pursue full legal action to recover unpaid balances for completed services. The Client shall be responsible for all associated legal and collection costs.

18.3 The Cancellation Rationale To ensure fairness in a high-turnover industry, **LM** maintains a strict 24-hour cancellation window:

- **Fee Structure:** Cancellation fees are determined by the size of the job, accounting for product procurement, mobilization, and administrative scheduling.
- **The "Guest Parallel":** Just as Property Managers require cancellation fees from guests to protect their revenue, **LM** requires these fees to cover the processing, scheduling, and labor already allocated to the Client's request.

18.4 Acceptance of Terms

- **Submission as Signature:** By submitting a service inquiry or request through any medium (portal, email, or documented electronic message), the Client agrees to all terms and conditions of the services offered and rendered by **Lodge Masters** and its subsidiaries.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Section IV: Procurement & Material Policy

4.1 Material Acquisition & Quality Control To ensure the "Uptime" and longevity of every service, **Lodge Masters (LM)** maintains strict standards for all physical components integrated into a property.

- **The Inspection Mandate:** All items, materials, or products required for a service are subject to the inspection and approval of **LM**. We evaluate for quality, dimensions, material attributes, and long-term durability.
- **Right of Refusal:** **LM** will not install or assemble any product found to be defective, poor quality, shoddy, or otherwise unsuitable for a professional outcome.
- **The Quality Waiver:** If a Client insists on the use of a specific product or material that **LM** has deemed substandard, the Client must sign a **Standard Quality Waiver** prior to installation. This waiver releases **LM** from all warranties and liabilities related to that specific component.

4.2 Ownership & Possession

- **Title of Materials:** All materials, parts, and products purchased by **Lodge Masters** for a specific service remain the **exclusive property of Lodge Masters** until they are fully assembled and installed onsite.
- **Risk of Loss:** The risk of loss or damage to materials passes to the Client only upon final installation. Prior to that, the Client has no claim to uninstalled inventory held by **LM**, even if intended for their Point of Interest (POI).

4.3 Not a Parcel Service Lodge Masters (LM) is a technical service provider, not a warehouse, distribution center, or parcel service. We do not offer long-term storage for client or 3rd-party items.

- **Third-Party Forwarding:** Clients wishing to send packages ahead of their arrival or for 3rd-party use must utilize a professional mail forwarding service or a local parcel holding location.
- **Liability Waiver:** **LM** is not responsible for lost, broken, missing, or separated packages. We assume no "Bailment" or duty of care for items shipped to our location without express authorization.
- **Refusal of Unsanctioned Deliveries:** Any package delivered to **LM** without prior written notification and approval will be refused at the point of delivery.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

4.4 Labeling & Acceptance Standards To manage high volume and ensure operational clarity, all authorized shipments must adhere to the following labeling protocol:

- **Mandatory Labeling:** Packages must include the sender's identity and the destination property.
- **Authorized Format:** > *Care of Lodge Masters, or, To/For: [Property Name / POI Location]*
- **Discard Policy:** Deliveries not marked appropriately will be discarded immediately to prevent logistical congestion.
- **Unexpected Items:** Items delivered without prior agreement will not be given priority and will be handled only as our schedule allows.

4.5 Unclaimed & "Drop-Off" Property

- **Inappropriate Deliveries:** Packages delivered inappropriately (wrong address, no label, or unauthorized) will be stored for a maximum of **30 days**. After 30 days, the items become the sole property of **Lodge Masters**.
- **Unsigned Drop-Offs:** Unmarked packages that are "dropped off" and come into our possession without a signature will be held for no more than **90 days**. After this window, the items will be sold or disposed of at our discretion to recover storage costs.

4.6 Package Storage & Management Fees Lodge Masters (LM) allocates administrative labor and physical space to manage client shipments. To cover these overhead costs, the following fees apply:

- **The Daily Storage Fee:** All packages delivered and accepted by **LM** are subject to a **\$10.00 per day storage fee**.
- **Large Shipment Protocol:** For shipments consisting of more than three (3) boxes or items, **LM** must receive a full itinerary and notification from the Client prior to arrival.
- **Mandatory Processing Fee:** A specialized processing fee will be charged to manage, inventory, and possess shipments that meet any of the following criteria:
 - More than three (3) boxes/items.
 - A net value exceeding \$200.00.
 - Packages labeled "Fragile" or "Team Lift" (oversized).

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

4.7 Quality Assurance & Content Inspection To protect both the Client and **LM** from shipping-related damages or manufacturer defects, we maintain a strict inspection policy:

- **Mandatory Opening:** All packages delivered to **LM** will be opened upon receipt to document the status of the product.
- **Assessment Criteria:** **LM** will assess the contents for use, functionality, design, quality, and quantity.
- **Liability Cutoff:** By inspecting items upon delivery, **LM** ensures that any pre-existing damage is documented and attributed to the carrier or manufacturer. **LM** is not responsible for defects or missing components discovered after the point of delivery if the package was not sent directly to our facility for this inspection.

4.8 Delivery Labor & Rates Any package, product, or item requested—or required—to be delivered to a property or location by a member of the **Lodge Masters (LM)** team is treated as a billable service event.

- **Standard Rate Billing:** Deliveries are subject to our **standard service-hour rate** based on the appropriate **Tier Skillset** required for the transport and eventual installation. Time is billed from the point of mobilization at our facility to the final drop-off at the POI.
- **Team Lift Surcharge:** Any package or item that requires a "Team Lift" due to weight, size, or safety protocols will incur additional service fees to cover the necessary manpower and logistical coordination.
- **Fragile Handling Premium:** Items labeled "Fragile" incur additional service fees. This premium covers the specialized handling protocols required for delicate items and compensates for the additional insurance and liability risks associated with transporting high-risk materials.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

4.9 Store Pickup Any product or package that is to be used in a service or to be delivered to the property must be sent to our office for expediency. All products and packages must be sent to our office at: 212 River Bottom Drive Sevierville, TN 37862. However, should the client determine that they want to have a product or package picked up by our team at a store, the following policies apply without exception:

- **Additional Costs:** Extra time and delays due to store policies may accrue additional service costs, fees, for the time it takes for them to process the order, pull it, and release it to us in addition to securing the ordered package or product.
- **Labelling:** All products and packages must be labelled properly with both the client's name, business name, and destination: i.e. "Care Of [your name and the property name]"
- **Delays** Time extensions due to store policies and procedures regarding package release may incur additional service fees for processing the order.
- **Wrong/Missing Parts:** LM is not responsible nor will we recover wrong or missing information, parts, or any other necessary item for the purpose of installing or using a product provided by a 3rd party at our expense and will be charged accordingly.
- **Online Order Assignment** Products and packages to be picked up at the designated location must be in the company name, Lodge Masters (First Name: Lodge / Last Name: Masters). We require a copy of the original receipt for pickup showing the order number and part number(s).
- **15- Minute Grace Period** In the best interest of our clients, and in keeping with the Uptime model, Lodge Masters reserves the right to deny/decline a pickup due to excessive wait times, delays, issues with the order, etcetera. We will give the store no more than 15 minutes to process the order and release it to us. Failure to issue the order within the given timeframe will result in our denial to process the order at that time and the deposit is forfeit to cover the time and travel. The client will be notified if that is the case.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Section V: Professional Conduct Policy

5.1 Standards of Decorum To ensure a high-quality environment for Clients, guests, and staff, **Lodge Masters (LM)** enforces a strict code of professional conduct. This policy applies to all persons onsite during a service event, including **LM** technicians, Clients, and 3rd-party vendors.

- **Behavioral Decorum:** All persons involved in a service must maintain a high standard of decorum. Disruptive, aggressive, or unprofessional behavior will not be tolerated and may result in the immediate suspension of service.
- **Professional Language:** All communication occurring onsite or in relation to a service must utilize appropriate, professional, and clean language.
- **Punctuality:** Time is our most valuable asset. **LM** technicians strive for punctuality within their assigned windows. Conversely, Clients or their agents must be punctual for any scheduled onsite meetings or access requirements to avoid "Wait-Time" surcharges.

5.2 Presentation & Dress Code The physical presentation of our team reflects the quality of our work.

- **Full & Appropriate Attire:** All **LM** personnel must be fully and appropriately dressed in accordance with safety requirements and the professional standards of the "Uptime" brand.
- **Reciprocal Expectation:** We expect a professional environment. If a property is occupied, we expect guests and owners to maintain a reasonable standard of dress and conduct while technicians are performing their duties.

5.3 Channel Integrity & Approved Media To ensure a documented and verifiable paper trail for every "Uptime" event, all communication must adhere to strict procedural boundaries:

- **Approved Channels Only:** All project-related communication must occur through **LM's** official approved channels (Client Portal, official email, or recorded office lines).
- **The Personal Device Prohibition:** Communication through unapproved 3rd-party apps, personal social media, or a technician's personal text/voice line is strictly prohibited and will not be recognized as an official directive or notice.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

5.4 Professional Vocabulary & Updates

- **Technical Terms:** All persons involved in a service must utilize professional communication and standard industry terms. This ensures that technical requirements are not lost in translation and that all parties are aligned on the "Point of Interest" (POI).
- **The Update Mandate:** All parties are required to keep the appropriate contacts informed regarding the performance and status of the service.
- **Timely Notification:** Any shifts in availability, service requirements, or critical needs discovered in pursuit of a task must be communicated to the designated contact in a timely manner to prevent logistical failures.

5.5 Zero Tolerance for Coercion Lodge Masters (LM) maintains an absolute zero-tolerance policy regarding any attempt to subvert our professional protocols or manipulate our personnel.

- **Prohibition of Influence:** Any attempt by a Client, Guest, or 3rd party to coerce, trick, vilify, or otherwise control the behavior of an **LM** technician is strictly prohibited. This includes, but is not limited to, attempts to affect the outcome of a service through threats, intimidation, or emotional manipulation.
- **Anti-Bribery & "Side Deals":** Any offer of "special favors," bribes, or promises of future benefits (financial or otherwise) made directly to a technician to bypass company policy or secure unauthorized service is a material breach of this agreement.
- **The "Kill Switch" Penalty:** Violation of this policy will result in:
 - **Immediate Termination:** Cancellation of all current and future service agreements.
 - **Financial Forfeiture:** All deposits and payments currently held by **LM** will be forfeited in full.
 - **Legal Escalation:** **LM** reserves the right to pursue legal action for interference with business operations or attempted corruption of staff.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

5.6 Service Solicitation & "Favors" To maintain the integrity of our workflow and the specialized nature of our Tiers, all service requests must go through the official **Lodge Masters (LM)** intake process.

- **Direct Solicitation Prohibited:** Any attempt by a Client to solicit additional services, side-tasks, or "favors" directly from an **LM** employee, vendor, or associate is a breach of conduct.
- **Penalty:** Unauthorized solicitation will result in the immediate cancellation of future services and the forfeiture of all deposits.

5.7 Anti-Poaching & "Head-Hunting" **LM** invests heavily in the training, certification, and "Uptime" culture of our team. Our technicians are our primary intellectual and operational assets.

- **Prohibition of "Scalping":** Any attempt to "scalp," recruit, or "head-hunt" an **LM** technician or staff member for outside employment—whether for the Client's personal use or another business entity—will not be tolerated.
- **"Worker" Misuse:** Any attempt by a Client or 3rd party to use an **LM** employee as a worker for another business (including Property Management companies, other contractors, or the Owner's separate ventures) is strictly forbidden.

5.8 Enforcement & Remedies Should a violation of Section 5.7 or 5.8 occur, **Lodge Masters** will exercise the following rights:

- **Immediate Termination:** The Service Agreement is terminated effective immediately.
- **Financial Forfeiture:** All deposits and outstanding payments held by **LM** are forfeited to the company as liquidated damages for the breach of the professional relationship.
- **Legal Action:** **LM** will pursue all available legal remedies to protect its workforce and business interests, including seeking damages for interference with contractual relations.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

5.9 Anti-Circumvention & Bad Faith Lodge Masters (LM) operates on a foundation of professional trust and transparency. Any attempt to undermine or bypass the policies established herein through bad-faith tactics is a material breach of this agreement.

- **Prohibited Tactics: LM** strictly prohibits any attempt to circumvent these policies through:
 - **Technicalities & Guile:** Using "cleverness," deception, or deceit to manipulate the terms of service.
 - **Manufactured Disputes:** Using artificial arguments, debates, or 3rd-party interference to control **LM** behavior or delay payments.
 - **AI Manipulation:** Utilizing Artificial Intelligence or automated data to generate false "expert" challenges or manipulate service outcomes.

- **Prohibited Intent:** These policies apply to any attempt to:
 - Gain unauthorized reductions in service fees or refunds.
 - Secure "free" time extensions.
 - Manipulate the relationship between the assigned **Service Tier** and the expected quality/price point.

- **The "Integrity Kill-Switch":** Should **LM** determine, at its sole discretion, that a Client is acting in bad faith to circumvent these protocols, it will result in:
 - **Immediate Termination:** The total severance of the business relationship.
 - **Forfeiture:** All deposits and payments currently held will be forfeited in full.
 - **Legal Recourse:** **LM** reserves the right to pursue all applicable legal remedies for breach of contract and bad-faith dealings.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Section VI: Technical Integrity Policy

6.1 The "Uptime" Engineering Standard All repairs, installations, and maintenance performed by **Lodge Masters (LM)** are executed to meet or exceed manufacturer specifications and local building codes.

- **Longevity Mandate:** We do not perform "temporary" or "patch" repairs that compromise the long-term integrity of the asset. If a permanent fix is required for safety or "Uptime," **LM** reserves the right to refuse any request for a substandard "quick fix."
- **Systemic Thinking:** Our technicians are trained to identify the *root cause* of a failure. Technical integrity means we fix the source of the problem, not just the symptom.

6.2 Safety & Compliance Supremacy

- **Code Adherence:** **LM** will not perform any service that violates Tennessee state building codes, fire safety regulations, or electrical standards.
- **The "Safety Stop":** If a technician discovers a life-safety hazard (e.g., frayed wiring, structural deck rot, gas leaks) during a routine service, **Technical Integrity** dictates that all other work stops until the hazard is addressed or the area is cordoned off.

6.3 Tool & Equipment Standards

- **Professional Grade:** To ensure precision, **LM** utilizes professional-grade diagnostic tools and equipment. We do not use client-provided "homeowner grade" tools, as they may compromise the accuracy and safety of the service.
- **Calibration & Accuracy:** We stand by our measurements and diagnostic readings. Technical challenges to our findings must be supported by equivalent professional-grade data, not anecdotal observations.

6.4 The "Anti-Patchwork" Clause

- **Uniformity of Materials:** To maintain the aesthetic and structural integrity of a property, we strive for uniformity. We will not "patchwork" a repair with mismatched materials unless specifically directed by the client in writing (and subject to the **Quality Waiver** in Section 4.1).
- **Workmanship Preservation:** Once a service is completed to **LM** standards, any 3rd-party alteration, "tinkering," or "adjustment" made by an owner or guest immediately voids the technical integrity of that repair and terminates any associated warranty.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Section VII: Service Policies

7.5 Inquiries and POIs

- **The Inquiry Mandate:** All requests for service must originate as a formal inquiry. To be processed, an inquiry must contain comprehensive information regarding the specific issue or item requiring attention.
- **The Right of Prerogative: Lodge Masters (LM)** maintains the exclusive prerogative to accept, decline, or defer any inquiry. All service requests are subject to internal approval based on capacity, safety, and technical alignment.
- **POI Classification:** All client directives, instructions, tutorials, or information provided regarding a service are classified as **Points Of Interest (POI)**.
- **Objective Onsite Assessment:** All client-designated POIs will be objectively assessed onsite by an **LM** technician. This assessment serves to:
 1. Verify the accuracy of the client-provided information.
 2. Identify the root source or underlying cause of an issue.
 3. Confirm all relevant data required for a permanent "Uptime" resolution.
- **Quality Assurance Reporting:** The findings of these assessments are reported to the **Quality Assurance Team (QAT)** and the Client to ensure transparency and technical accuracy before final service delivery.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

7.6 The Tier & Technician Parallel Service Tiers are defined exclusively by **Lodge Masters** and are assigned based on the technical complexity of the POI and the specific capabilities of the available technician. Our labor rates run in parallel with these Tiers to ensure the right "Uptime" specialist is matched to the right task.

- **Tier 4: General Labor & Support**
 - **Capability:** Tasks requiring basic mechanical aptitude, physical labor, or general assistance.
 - **Scope:** Moving furniture, clearing debris, basic assembly, salt/ice management, and "extra set of hands" tasks.
- **Tier 3: Maintenance & Technical Support**
 - **Capability:** Fundamental property maintenance and preventative care.
 - **Scope:** Changing filters, interior/exterior lightbulb replacement, battery swaps, basic pressure washing, and minor hardware adjustments.
- **Tier 2: Skilled Trades & Systems Repair**
 - **Capability:** Specialized diagnostic and repair skills requiring advanced tooling and experience.
 - **Scope:** Intermediate plumbing (faucets/toilets), electrical (outlets/switches), appliance diagnostics, and complex carpentry or assembly.
- **Tier 1: Master Technician & Specialized Systems**
 - **Capability:** High-level diagnostics, critical system repairs, and complex mechanical engineering.
 - **Scope:** HVAC diagnostics, smart-home/mesh network integration, complex plumbing/electrical failures, structural assessments, and "last-line-of-defense" troubleshooting.

7.7 Unrestricted Property Access By scheduling a service, the Client grants **Lodge Masters (LM)** express permission and unrestricted access to the property.

- **Freedom of Movement:** To perform services fully, **LM** personnel must have the freedom of movement to all necessary areas, including but not limited to doors, cabinets, crawlspaces, attics, and utility enclosures.
- **Methods of Entry:** The Client is responsible for providing all necessary access codes, combinations, passwords, physical keys, or any other method of entry required for service completion.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

7.8 Access Credential Standards To account for logistical shifts and onsite Change Orders (CWO), specific standards for electronic access apply:

- **The 8-Hour Rule:** Any temporary, one-time, or single-use codes must be active for a minimum of **eight (8) hours** from the start of the scheduled window.
- **Delay Billing:** Any delays caused by the expiration of a code or the need to request new credentials will be billed at the standard hourly rate for the assigned Tier.

7.9 Third-Party Interference & Notification The Client bears the sole responsibility for notifying all "In-House" parties (Guests, Owners, 3rd-party vendors, or Neighborhood Watch) of the scheduled service.

- **Interference & Detention:** Any guest or representative who restricts, molests, interrupts, or detains an **LM** employee will result in the immediate **Autocomplete** of the service.
- **Penalty:** In the event of such interference, all additional time spent onsite will be charged at the standard hourly rate, and the property will be vacated for technician safety.

7.10 The 15-Minute Entry Timer In the event that entry requires a code or physical access to be issued in real-time by an Owner or 3rd party:

- **Waiting Period:** A maximum **15-minute waiting period** is permitted.
- **Autocomplete & Forfeiture:** If access is not granted within 15 minutes, **LM** may Autocomplete the service, exit the premises, and the Client's deposit will be forfeit in full.

7.11 Duty of Disclosure & Information Integrity By scheduling a service, the Client assumes a "Duty of Disclosure." The Client agrees to be fully forthcoming and transparent regarding all details pertinent to the "Uptime" and safety of the property. This includes, but is not limited to:

- **Previous Interventions:** Documentation of any work performed by other contractors, 3rd parties, or "DIY" attempts by the owner or guests.
- **Patches & Temporary Fixes:** Disclosure of any existing "band-aid" repairs, hidden patches, or temporary solutions that may affect the technical integrity of a permanent repair.
- **Environmental & Structural Conditions:** Accurate reporting of current property conditions, including known leaks, intermittent electrical issues, or structural vulnerabilities.
- **Pertinent Data:** Any other information that is critical to the safe and efficient completion of the service.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

7.12 Failure to Disclose If a technician discovers undisclosed "shoddy" work or hidden hazards that were not mentioned in the Inquiry/POI phase:

- **Immediate Re-Tiering:** The service may be immediately re-classified to a higher Tier to account for the increased complexity of fixing a "tampered" system.
- **Indemnification: Lodge Masters** is not liable for any failure or damage that occurs due to undisclosed previous repairs or structural hidden defects.

7.13 The "Long View" Property Profile To facilitate superior "Uptime" management, **Lodge Masters (LM)** maintains a proprietary digital profile for every Client and property within our ecosystem.

- **Asset Tracking:** This profile serves as a centralized ledger to track historical service events, recurring technical issues, and localized property data.
- **Strategic Continuity:** The profile allows **LM** to maintain a "Long View" of the property's health, enabling predictive maintenance and informed decision-making for future POIs.

7.14 Information Privacy & Restricted Access We treat Client data with the same integrity as the properties we maintain.

- **Strict Privacy:** All Client information, property data, and service history will remain private and confidential. **LM** does not sell or share Client data with 3rd-party marketing entities.
- **Authorized Access:** Access to the digital profile is strictly limited to the Client and their verified, designated representatives.
- **Data Security:** All information stored within the **LM** system, MaintainSTR, and is protected by industry standard security protocols to ensure the integrity of the property record.

7.15 General Interference & Penalties Any interference in a scheduled service by any party (including guests, neighbors, owners, and/or other vendors) will result in immediate penalties.

- **Financial Impact:** Additional expenses for lost time, labor, and damaged materials will be billed to the Client at the requisite tier level with all modifiers.
- **Service Termination:** **LM** reserves the right to trigger an **Autocomplete** and exit the premises, resulting in the forfeiture of all deposits.
- **Warranty Void:** Any third-party interference immediately voids all warranties and Quality Assurance guarantees for that service.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

7.16 Communication Hierarchy & Information Filtering To maintain technical integrity, **LM** filters all incoming information based on its source:

- **The "Expert" Rule:** Information, instructions, or challenges regarding a service will only be considered if provided by a currently qualified professional with first-hand knowledge of the property and the service itself, and is tenured the specific technical field.
- **Guest Input:** Communication from guests is noted for the record but will not be treated as a technical directive. **LM** reserves the right to rely solely on our onsite objective assessment.
- **Non-Professional Sources:** Information from non-experts, neighbors, or unverified sources will be noted but not factored into the technical resolution.
- **AI & Forums:** The use of Artificial Intelligence (AI), internet forums, or "crowdsourced" advice to challenge **LM** procedures is strictly prohibited and will be disregarded.

7.17 Owner Conduct & "Side-Work" Prohibition Any attempt by the Property Owner, or their associates, to manipulate the service event is a breach of contract.

- **Prohibited Behavior:** Bribery, coercion, or requests for "free work," "favors," or unreported tasks are strictly forbidden.
- **Recruitment:** Any attempt to have an **LM** employee work for another party (on or off the clock) will result in **immediate termination of the MSA**, forfeiture of all deposits, and legal action.
- **Tampering:** If an owner, friend, or relative alters or "messes with" a system currently under **LM** service, the agreement is terminated and all services are autocompleted.

7.18 Contractor & Third-Party Relations

- **No "Take-Overs":** **LM** will not complete, "fix," or take over a project started by another contractor.
- **No Price Matching:** **LM** does not price-match other contractors; our rates are fixed to our Tiered capabilities.
- **Liability Buffer:** **LM** is not responsible for the actions, failures, or results of work performed by third parties. We offer no remedy, relief, or discount for servicing systems previously compromised by unverified contractors or personnel.

7.19 Procedural Sovereignty All service procedures are guided exclusively by **LM** in-house professionals or certified technical resources.

- **Disclosure Mandate:** Clients must disclose if any third party (cleaners, neighbors, AI programs, etc.) has provided input or performed work on the POI prior to our arrival.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

8.1 The "Acceptance by Payment" Rule All financial transactions regarding a service, including deposits, progress draws, and final payments, serve to renew this agreement and constitute formal acceptance and "sign-off" of the service to date.

- **Evidence of Completion:** The Client will be provided with a statement, photo, and/or video as deemed appropriate by LM as evidence of the completion of that item, task, or project phase.
- **Informed Decision:** Per Section 7.4, the Client's decision to issue payment after receiving this provided evidence serves as their definitive "Final Sign-off."

8.2 The "Zero-Touch" Policy Lodge Masters stands behind its workmanship only so long as it remains undisturbed. Any attempt by the Client, guests, cleaners, or 3rd parties to adjust, "fix," tighten, modify, or dismantle any part of an LM service will void all Quality Assurance (QA).

- **General Services QA Timeline:** All non-project service claims must be submitted via the official "Feedback" form on the LM website within 30 days of completion or final payment.
- **Project QA Timeline:** All major project service claims must be submitted via the "Feedback" form within 90 days of completion or final payment.
- **QA Window:** Due to the heavy-use nature of short-term rentals, any issues with workmanship that is reported outside the aforementioned timeframes will be classified as expected "Wear and Tear" or "Environmental Shift" rather than a failure of workmanship on our part.

8.3 Remedy of Repair LM reserves the right to the Remedy of Repair. LM must be granted a reasonable timeframe and unrestricted access to reassess the workmanship and determine QA eligibility.

- **QA Eligibility:** If a legitimate workmanship issue is identified by our team within the relevant QA period, LM will correct the specific issue at our discretion at no additional labor cost.
- **Material Exceptions:** QA does not cover the cost of replacement materials or products. Recourse for failed hardware/materials is at the sole prerogative of the manufacturer, supplier, or retailer.
- **Restriction of Access:** Any failure to allow access to the service area or any restriction placed on our ability to remedy an issue terminates the QA obligation.
- **Conjecture:** Any request for QA which cites unauthorized sources as means to propose a workmanship issue is subject to LM policies and procedures and at our discretion.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

8.4 Post-Finalized Status Once a service or project is declared “finished” and the property is declared “Guest-Ready”, the Client assumes full responsibility for the asset. LM is not liable for new decisions, determinations, preferences, “buyer’s remorse,” or changes in aesthetics (colors, variations, types) that occur after the service is completed.

8.5 The “New Decision” Change Order (CWO) To maintain operational standards and workflow, LM will not alter or modify any service once the estimate is approved and the initial deposit is finalized.

- **The CWO Mandate:** Any request to modify a project due to a “new decision” or aesthetic preference constitutes a Change Work Order.
- **Upfront Requirement:** A new estimate will be provided for the CWO and requires 100% full payment upfront before work on the modification begins.

9.1 The Information Integrity Standard Lodge Masters (LM) is committed to ensuring our Clients are well-informed. We promise to provide clear descriptions and help Clients understand technical data upon request. However, to protect the “Uptime” and safety of the asset, **LM** maintains a strict prohibition on the use of unvetted, unqualified, or anonymous online resources to guide, manage, or dispute our services.

- **The “Magic 8-Ball” Policy:** We reject the use of search engines, online “gurus,” and self-help forums as technical authorities. These resources lack the ability to discern site-specific variables. Any info provided to **LM** must be from a professional, peer-reviewed source accepted in the relevant trade.
- **Prohibition of “Parroting”:** Any information “parroted” from social media posts, AI prompts, or search engine results is strictly prohibited for the purpose of managing or correcting an **LM** service.
- **Integrity of Data:** Because online results can be “cherry-picked” or manipulated via keywords and prompts, **LM** deems such information compromised and technically moot.
- **Site-Specific Exceptions:** **LM** recognizes and may accept data from programmable, trade-specific predictive systems (e.g., smart HVAC sensors) that are programmed by **LM** or a verified professional to monitor the specific location.

9.2 Source Disclosure & The Human Standard Any information provided to **LM** that was created, modified, or sourced via AI, search engines, or online posts must be explicitly disclosed.

- **The “Human Standard”:** **LM** expects all interactions involving property safety to be authored by a human being with first-hand knowledge of the asset.
- **Non-Disclosure Penalty:** Failure to disclose the use of an alternative online source may result in immediate termination of the MSA and forfeiture of all deposits.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

9.3 Rejection of Online-Generated Content AI statements and internet research are construed by **LM** as **Conjecture**.

- **Source Material Requirement:** Any technical claim must be supported by a citation from the **IBC/IRC Code Manuals**, professional trade publications, or known expert sources. If a source cannot be independently verified and peer-reviewed, the information is null.

9.4 Verification of Human Intent To avoid friction regarding writing styles and to verify "Human Intent," **LM** reserves the right to trigger a "**Live Consultation**." If communication appears to be generated by an unvetted online source, **LM** will require a face-to-face or video consultation with the Client to verify their technical understanding of the claim.

9.5 Generated Disputes & Nullification The use of AI or online forums to simulate legal or technical expertise for the purpose of avoiding payment or manipulating the **Quality Assurance (QA)** process is strictly unacceptable.

- **Automatic Breach:** Any attempt to use "parroted" online content to contest a bill or workmanship will result in:
 1. **Immediate Nullification** of this agreement.
 2. **Forfeiture** of all deposits and monies due.
 3. **Cessation** of all ongoing services and "Guest-Ready" support.

0.1 Disclosure of Interested Parties The Client must disclose any 3rd party who is invited to provide information, instructions, tutorials, or feedback regarding an **LM** service, regardless of intent. This includes any party who may have a **Conflict of Interest** (e.g., competing contractors, former employees, or biased relatives).

- **The Transparency Mandate:** Any 3rd party included in communications or interactions who is not directly involved in the authorized service must be identified.
- **Failure to Disclose:** Failure to disclose 3rd parties who are referenced, referred to, or involved in "behind-the-scenes" consultation constitutes a breach of this agreement. Such failure may result in:
 1. Immediate **Termination** of the MSA.
 2. **Forfeiture** of all deposits.
 3. Aggressive pursuit of all **Accounts Receivable** via all available legal means.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

10.2 Credentials of 3rd-Party Influencers LM does not recognize "anecdotal expertise." Any information, opinion, dispute, or correction provided by a disclosed 3rd party is considered **moot and void** unless it is accompanied by:

- **Current Licensure:** Proof of active professional licensing in the relevant field.
- **Verified Tenure:** Documented expertise and experience in the specific subject matter.
- **Verified Sources:** Citations of professional standards (IBC/IRC) as required in Section 9.3.

10.3 Exclusion of Algorithmic "Experts" Due to the influx of unreliable, basic, and unqualified "Artificial Intelligence" (AI) programs, **LM** explicitly excludes AI as a valid "Expert" or "3rd Party."

- **Non-Acceptance:** We will not accept any correspondence, instruction, or dispute generated by an AI. Such inputs are categorized as **Conjecture** and will be disregarded in their entirety.

11.1 The Non-Employee Restriction Any tampering or interference with a service, product, or project by any person or persons not directly employed by **Lodge Masters (LM)** and specifically assigned to the task will result in the immediate voiding of all Quality Assurance (QA) and the potential termination of this agreement.

11.2 Access Interference & Reporting Any interference or physical restriction that affects our ability to access or service a Point of Interest (POI) will be documented and reported to **LM** management and the Client.

- **Penalty:** Additional service fees will be applied to account for lost time and logistical disruption.

11.3 Withheld Information & "Scope Creep" Any items, issues, or POIs that are withheld, undisclosed, or not reported at the time of the initial inquiry are subject to **LM** approval.

- **Assessment Requirement:** These "hidden" items will be treated as new POIs and will incur additional assessment and service fees.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

11.4 Environmental & Third-Party Inhibitors LM is not liable for delays caused by guests, owners, 3rd parties, property-specific events, or "Acts of God" (weather, wildlife, mountain terrain).

- **Impact on Workflow:** Any event that inhibits our ability to perform service or disrupts the planned schedule will result in:
 1. Additional service fees.
 2. Mandatory rescheduling.
 3. Potential forfeiture of deposits.

11.5 The "Post-Work" Alteration Clause Any guest, owner, or 3rd party who works on, edits, modifies, changes, breaks, or otherwise affects the outcome or quality of an LM service—before or after completion—voids this agreement and all subsequent QA.

- **Legal Action:** LM reserves the right to seek legal action and additional fees if such tampering results in property damage or reputational harm to the firm.

11.6 Prohibition of "Unauthorized Assistance" LM maintains a strict "Professional-Only" job site. Any guest, owner, or 3rd party who attempts to assist in the completion of a service without express written permission from LM management will result in:

- **Immediate Termination** of the agreement.
- **Full Forfeiture** of all deposits.
- **Immediate Exit** of the technician from the premises for safety and liability reasons.

12.1 The Integrity of Information To ensure superior service outcomes and technical "Uptime," **Lodge Masters (LM)** maintains a strict **Chain of Custody** for all information and activity related to a Point of Interest (POI). We require absolute accountability to prevent misinformation, operational confusion, and project delays.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

12.2 Mandatory Disclosure of Parties All parties involved in the decision-making, reporting, or observation of a service—including but not limited to Owners, Guests, Housekeeping, and 3rd-party vendors—must be disclosed to **LM** at the time of the Inquiry.

- **The "Source" Rule:** The Client must disclose the original source of any reported issue (e.g., *"The Guest reported the leak,"* or *"The Cleaner saw the crack"*).
- **Continuity of Command:** To avoid conflicting directives, **LM** will only recognize instructions that follow the established Chain of Custody from the Client or their verified representative.

12.3 Consequences of a Broken Chain Failure to disclose all relevant parties or sources of information inevitably results in technical error and logistical overlap.

- **Classification of Mistakes:** Any "mistakes" or "confusions" resulting from the Client's failure to provide a complete and accurate Chain of Custody are the sole liability of the Client.
- **Administrative Fees:** Errors caused by undisclosed 3rd-party information will incur additional "Correction Fees" at the standard hourly rate for the assigned Tier to untangle the misinformation.

12.4 Activity Accountability **LM** tracks all onsite activity via our internal logging systems. Any activity performed on a POI by a non-**LM** entity breaks the Chain of Custody.

- **Immediate Termination:** As per **Section 11.1 (Tampering)**, a broken Chain of Custody regarding physical activity on an asset results in the immediate forfeiture of all Quality Assurance (QA).

13.1 Definitive Scope All services, assessments, and deliverables provided by **Lodge Masters (LM)** are strictly limited to the assigned **Scope of Work (SOW)** as agreed upon in the approved Estimate or Project Draft. The SOW serves as the comprehensive boundary for the service event.

13.2 Components of Scope The SOW includes, but is not limited to:

- Specific Points of Interest (POIs) identified during the Inquiry.
- Technical assessments and subsequent reports.
- Agreed-upon repairs, installations, and reviews.
- Project-specific selections (Design, Color, Material Quality, and Layout).

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

13.3 Finalization of Aesthetics For all projects, the approved SOW constitutes the **Final Approval** of all aesthetic and material choices. Once the SOW is finalized and the initial deposit is paid, the Client's choices regarding colors, finishes, and design configurations are considered locked. Any subsequent deviation will be handled as a **Change Work Order (CWO)** per Section 8.5.

13.4 Strict Adherence & Necessary Modifications A Scope of Work must not be deviated from by the Client or the Technician. The only exceptions to this adherence are:

- **Authorized Change Orders:** Modifications requested by the Client and approved by **LM**.
- **Necessary Modifications:** Additional servicing or components discovered during the task that are fundamentally required to complete the original service to "Uptime" standards.

13.5 Scope Creep & Unauthorized Add-ons LM maintains a zero-tolerance policy for "Scope Creep." Any alteration, modification, or addition to the originally agreed-upon SOW will be assessed on a case-by-case basis.

- **Approval Requirement:** Add-ons are subject to **LM** availability and approval.
- **Billing:** All modifications to the SOW will be billed as a new service, an add-on, or a CWO according to the **Service Tiers** and terms outlined in this agreement.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Incidentals

Any new tier 2 item, or below, which can be done by the assigned tech onsite which must be completed and is added onto a service by us or the client is subject to approval and is listed as an incidental item.

All incidentals are intended to be for unexpected or unplanned item which doesn't require a change work order.

All clients must preapprove a budget for incidentals. Failure to do so will result in the standard \$200 soft cap and \$500 hard cap within the framework of this agreement.

Assessment Policy & Diagnostic Integrity

14.1 Objective Onsite Assessment Lodge Masters (LM) operates on the principle that *correlation is not always causation*. To preserve the integrity of our services and ensure "Uptime" accuracy, all directives, POIs, and reported issues must be objectively assessed by our team onsite and in person.

- **Verification Mandate:** LM will verify all details, root causes, and cascading effects of an issue before initiating service.
- **Chain of Custody:** This assessment serves as the primary data source for the service event, superseding all prior anecdotal reports (See Section XII: Chain of Custody).

14.2 Rejection of Non-Professional Assessments LM does not accept, assume, or perform work based on the assessments, statements, or affirmations of 3rd parties who do not meet our **Expert Criteria**.

- **Expert Criteria:** A 3rd-party assessment will only be considered if the individual is a licensed engineer or a tenured, currently licensed, and actively working tradesman/expert with no conflict of interest.
- **LM Approval:** Even if a 3rd party meets the criteria, their findings are subject to LM verification and approval.

14.3 Assessment Independence LM technicians are instructed to ignore "layman's diagnostics." If a Client insists on a specific repair based on an unvetted 3rd-party opinion that contradicts the LM onsite assessment:

- **LM** reserves the right to refuse the service.
- **Liability Waiver:** If LM agrees to perform a Client-directed repair against our professional recommendation, the Client must sign a specific **Liability Release**, and all Quality Assurance for that item is void.

15.1 Definition of a "Job Site" Regardless of property ownership, management status, or guest occupancy, the moment a **Lodge Masters (LM)** service is initiated, the affected areas—or the property in its entirety—are

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

legally designated as "**Job Sites.**" As such, the property becomes subject to all **LM** Safety & Security policies and OSHA-aligned standards.

15.2 Authority to Clear the Premises To ensure the safety of the public and the integrity of the technical workflow, **LM** technicians and management maintain absolute authority over site access.

- **Cordon & Quarantine:** If **LM** deems it necessary to cordon off a specific area or quarantine the entire property for safety, environmental, or technical reasons, the Client must comply immediately.
- **Mandatory Evacuation:** All persons not directly employed by **LM** or specifically authorized to assist in the service will be required to vacate the designated Job Site without exception.
- **Refusal to Vacate:** Any refusal by guests, owners, or 3rd parties to vacate a Job Site upon request will result in an immediate **Autocomplete** of the service, forfeiture of deposits, and a potential "Safety Breach" surcharge.
-

15.3 Site Security & Liability Once a Job Site is established, **LM** is responsible for the safety of that zone. Any unauthorized entry into a cordoned or quarantined area by the Client, guests, or 3rd parties:

- Immediately voids all **LM** liability for any resulting injury or property damage.
- Constitutes **Tampering** under Section 11.1.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Section VIII: Project Policies

Project Fundamentals & Lifecycle

To maintain the high standard of "Uptime" engineering, all **LM Projects** (defined as services exceeding a single-day duration or requiring structural/aesthetic modification) are governed by the following six fundamentals:

- **Mutual Approval:** All projects are subject to formal approval by both the Client and **Lodge Masters**. **LM** reserves the right to decline any project that does not align with our safety standards or technical expertise.
- **Draft & Proposal:** Every project begins with a formal Draft or Proposal of work. This document outlines the intent and technical strategy before a single tool is lifted.
- **Finalized Estimation:** All projects are subject to a formal Estimate. No work will begin based on verbal "ballpark" figures.
- **Prepaid Phasing:** To maintain the **Positive Cash Flow Mandate (Section 18.1)**, all projects are divided into phases. Each phase must be prepaid per the established draw schedule.
- **Change Order Governance:** All projects are subject to **Change Work Orders (CWO)**. Any modification to the original SOW, whether by Client choice or technical necessity, will be documented and billed upfront.
- **Exploratory Demolition:** Projects involving structural or hidden systems are subject to **Exploratory Demolition**. **LM** may be required to remove finishes (drywall, flooring, etc.) to accurately assess root causes. The Client acknowledges that the cost of "re-closing" exploratory areas is the Client's responsibility.

16.1 The "Uninterrupted Workflow" Standard All project pricing, logistics, and timelines are calculated based on the assumption of **full, uninterrupted access** to the property from setup to final cleanup. **LM** assumes a continuous workflow for maximum efficiency.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

16.2 Subdivided & "Split" Projects: Projects that are interrupted, portioned out, or subdivided (due to funding, guest occupancy, or access restrictions) are subject to additional fees.

- **The "Interlude" Surcharge:** Any project "split" into segments will incur additional fees to cover the redundant planning, mobilization, setup, and cleanup required to make the property "Guest-Ready" between interludes.
- **Day Rate Application:** Split projects are subject to the **LM Day Rate Policy**, ensuring that the specialized time carved out for the project is fully compensated regardless of site-availability delays.

16.3 Financial Prerequisites

- **Account Standing:** All Client accounts must be current and paid in full before a new project is accepted. **LM** will not initiate project work for any account with a past-due balance.
- **Demolition Restriction:** **LM** will not approve or initiate "Partial Projects" that require demolition without a finalized plan for completion. We do not leave properties in a "demo state" due to Client indecision or funding gaps.

16.4 Estimate Validity & Market Fluctuations

- **The 30-Day Window:** All estimates are valid for **thirty (30) days** from the date of issuance. After 30 days, the estimate is invalid, and a revised estimate reflecting current market rates will be required.
- **Material Price Protection:** **LM** does not guarantee material pricing. In the event of national shortages, unforeseen price hikes, or supply chain volatility, a **Change Work Order (CWO)** will be issued to cover the additional cost of materials.

16.5 "Bottom Pricing" Logic All estimates provided by **LM** are considered "**Bottom Pricing.**" * **The Floor:** The final cost will never be lower than the original estimate.

- **The Ceiling:** The estimate may increase if additional work, hidden defects, or necessary supplies are discovered during the project. Any such increase will be documented and billed according to our Tiered rates.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

16.6 Cancellation & Workmanship CoverageLM provides no workmanship warranty or "Quality Assurance" for projects that are cancelled at any stage by either party. A project must be completed and paid in full to qualify for QA coverage.

17.1 Timeline & Efficiency Lodge Masters (LM) bills based on the successful delivery of a result, not just the passage of time.

- **Early Completion:** We do not apply surcharges for completing a project ahead of schedule. Consequently, no discounts, rebates, or refunds will be offered for finishing a job early. Efficiency is a hallmark of our expertise, not a reason for a price reduction.

17.2 Unit Pricing & Itemization Fees LM utilizes **Unit Pricing** for all estimates. This provides a comprehensive cost for the delivery of a service without revealing proprietary labor-to-material ratios.

- **Itemization Surcharge:** Should the Client require a complete materials breakdown or an itemized estimate beyond our standard format, a bookkeeping fee of **\$110.00 per hour** (one-hour minimum) will be charged. This fee is payable upfront and is non-refundable.

17.3 Financing & Credit Lodge Masters is not a lending institution. * No Financing: We do not offer financing, payment plans, or credit for any project or service.

- **No Financial Consultation:** LM does not provide recommendations, advice, or referrals regarding how a Client should finance their property improvements.
- **Solvency Requirement:** If the Client is unable to secure the necessary funds, LM will not initiate the service.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

17.4 Deposits & Payment Schedules Work will not commence on any POI or project until the required deposit has been received in full.

- **Material Acquisition:** Deposit funds are utilized immediately for the procurement of specialized equipment and materials.
- **Automated Billing:** Upon acceptance of an estimate, the **LM** system will automatically generate a separate invoice for the deposit and subsequent pay schedule.
- **Financial Default:** If a job is in progress and the Client encounters financial issues or fails to meet a scheduled payment:
 1. All work will cease immediately.
 2. All payments due for the current phase become immediately payable.
 3. All prior payments are forfeited to **LM** to cover mobilization and administrative costs.

18.1 Positive Cash Flow Mandate To maintain the integrity and momentum of a service, every project must maintain a positive cash flow.

- **The 24-Hour Rule:** All subsequent payments (Draws) are due on their scheduled day. If a payment is not received within **24 hours** of the scheduled draw, all work will cease immediately.
- **Progress Verification:** The pay schedule is designed for transparency; Owners/Agents will receive progress updates and visual evidence (photos/videos) prior to each scheduled payment.

18.2 Absence & Autopayment Client unavailability (vacation, travel, etc.) does not waive the payment schedule.

- **Digital Autopay:** Clients are encouraged to utilize the "Autopayment" feature within the digital invoice.
- **Physical Checks:** Post-dated checks may be sent to the office address: **212 River Bottom Drive, Sevierville, TN 37862.**
- **Check Requirements:** Checks must be made payable to **Home and Rental Maintenance** and must include the project location and job name. Post-dated checks will be deposited per the schedule; the Client is responsible for ensuring fund availability.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

18.3 Penalties for Failed Payments

- **Returned Check Fee:** All returned checks will incur a fee of **25% of the check amount or \$40.00**, whichever is greater.
- **Material Surcharge:** If materials were purchased using funds from a returned check, an additional **10% penalty** will be added to the cost of those materials due to the operational disruption and lack of funds.

18.4 Property Availability & 3rd-Party Coordination It is the sole responsibility of the Owner/Agent to ensure the job site is available and "Blocked Off" for the duration prescribed in the estimate.

- **3rd-Party Alert:** The Client must notify all 3rd-party vendors (cleaners, pest control, inspectors, etc.) that the property is an active **LM Job Site** and access is restricted.
- **Notice Requirements: * Projects (2 days):** One week's notice of availability is required to confirm a date.
 - **Major Projects (>2 days):** Two weeks' notice of availability is required.
- **Insufficient Timeframe:** If the availability window provided by the Client is insufficient to complete the SOW, **LM** will reschedule the service at our next available opening.

18.5 Emergency Work & Tenant Relocation If a service is classified as an "Emergency" and requires immediate completion, the Owner/Agent is responsible for:

1. Relocating all tenants, guests, or residents for the duration of the service.
2. Ensuring the site remains a cleared and "Quarantined" Job Site per **Section 15.2**.
3. Adhering to all Jobsite Safety protocols regardless of guest presence.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Section IX: Quality Assurance

21.1 The 90-Day "Uptime" Guarantee Due to the high-impact nature of short-term and overnight rentals, **Lodge Masters (LM)** provides a Quality Assurance (QA) period of **up to, but no more than, 90 days** from the date of completion. We guarantee that our workmanship is free of defects caused by negligence or oversight.

21.2 The "Anti-Tamper" Qualifier The QA guarantee is strictly conditional. Any service or project that is altered, tampered with, adjusted, or modified by any person not directly employed by **LM** (including owners, guests, or 3rd-party cleaners) immediately and irrevocably voids all Quality Assurance.

21.3 Material Standards & Procurement To ensure the longevity of the repair and the safety of the property, **LM** maintains strict material requirements:

- **Handpicked Quality:** We require the use of appropriate, handpicked, and newly purchased materials to replace damaged or broken components.
- **Safety & Code Compliance:** **LM** mandates the use of all appropriate brackets, fasteners, hangers, and other safety or code-related items prescribed by law. We do not "cut corners" on structural or safety hardware.

21.4 Client-Provided Materials While **LM** prefers to source all materials to ensure integrity, any materials, equipment, or supplies provided by the Client are subject to the following:

- **Defect Inspection:** All Client-provided items will be inspected for defects, wear, or incompatibility.
- **LM Discretion:** **LM** reserves the sole discretion to refuse the use of Client-provided materials if they are deemed unsafe, substandard, or "used."
- **Warranty Exclusion:** **LM** provides **zero** Quality Assurance or warranty on the performance or failure of Client-provided materials. Our QA in these instances applies strictly to the labor of the installation.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

21.5 QA Claim Process All QA claims must be submitted via the official "Feedback" form on the **LM** website within the 90-day window. Per **Section 8.3 (Remedy of Repair)**, **LM** reserves the right to assess the claim onsite to determine if the issue is a workmanship defect or "Environmental Shift/Wear and Tear."

Feedback & Dispute Resolution

22.1 The Official Feedback Channel To ensure every concern is documented, reviewed, and addressed with technical precision, **Lodge Masters (LM)** requires that all feedback—including disputes, rejections, reviews, concerns, or complaints must be submitted exclusively via the **Customer Feedback Form** on our website.

22.2 Submission Hierarchy & "1st Party" Rule

- **First-Party Only:** All feedback must originate from a **1st Party** (the Client or their authorized Agent with direct knowledge of the service).
- **Prohibition of Anecdotal Evidence:** **LM** will not accept feedback or disputes based on guest reviews, social media comments, or hearsay.

22.3 Documentation of Expert Disputes If a dispute is based on the opinion of a 3rd-party expert, the Customer Feedback Form must include a signed attachment from said individual. To be considered, the individual must:

- Be tenured, licensed, and actively working in the relevant field.
- Have no conflicts of interest (as per Section 10.1).
- Provide specific, code-based citations for their disagreement.
- **Review Status:** Any such submission is considered **conjecture** until it is reviewed and verified by **LM** management.

22.4 The 90-Day Statute of Limitations All Customer Feedback Forms regarding a service issue, concern, or dispute must be submitted within **90 days** of the completion date of the service or the date of the event in question. After 90 days, the service is deemed "Accepted and Finalized," and no further disputes will be entertained.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

22.5 Consequences of Improper Filing Failure to issue feedback via the proper digital form within the prescribed timeframe may result in:

1. The immediate dismissal of the dispute or concern.
2. The forfeiture of any right to a "Remedy of Repair" (Section 8.3).
3. Administrative fees if **LM** is forced to manually document verbal or unstructured complaints.

23.1 Agreement to Arbitrate In the event that a dispute cannot be resolved through the **Official Feedback Form (Section 22.1)** or a **Live Consultation (Section 9.4)**, the Client and **Lodge Masters (LM)** agree that any and all disputes, claims, or controversies arising out of or relating to this Agreement shall be settled by **Binding Arbitration**.

23.2 The "Condition Precedent" (The Gatekeeper) Before initiating arbitration, the Client must have:

1. Filed a timely and complete **Customer Feedback Form**.
2. Participated in at least one **Good Faith Resolution Meeting** (via phone or video) with **LM** Management. *Failure to meet these conditions serves as an absolute bar to arbitration.*

23.3 Rules and Venue

- **Jurisdiction:** All arbitration proceedings shall take place exclusively in **Sevier County, Tennessee**.
- **Governing Rules:** The arbitration shall be conducted in accordance with the **Commercial Arbitration Rules of the American Arbitration Association (AAA)**, or a similar local alternative agreed upon by **LM**.
- **Individual Capacity:** All claims must be brought in the parties' individual capacity, and not as a plaintiff or class member in any purported class or representative proceeding.

23.4 The Arbitrator's Authority The arbitrator shall have the authority to award any remedy or relief that a court of the **State of Tennessee** could order or grant. However, the arbitrator shall have no authority to award punitive or exemplary damages. The arbitrator's decision shall be final, binding, and may be entered as a judgment in the **Circuit or Chancery Court of Sevier County**.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

23.5 Allocation of Costs To deter frivolous claims, the prevailing party in any arbitration shall be entitled to recover their reasonable attorney's fees, expert witness fees, and all arbitration costs (including the arbitrator's fees) from the non-prevailing party.

24.1 Manufacturer Responsibility Lodge Masters (LM) is a service and installation firm, not a product manufacturer. We do not cover, subsidize, or reimburse any expenses related to manufacturer recalls or product failures. All such issues are subject exclusively to the manufacturer's specific policies, warranties, and/or guarantees.

24.2 Labor for Warranty Replacement While a product may be under a manufacturer's warranty for the cost of the "part," the **labor** required to diagnose, remove, and reinstall the item is not.

- **Service Fees Applied:** Any replacement, return, or exchange required due to a manufacturer defect, warranty claim, or recall will incur additional service fees at the appropriate **Service Tier** rate.
- **Coordination Fees:** If **LM** is required to facilitate the shipping, handling, or technical communication with a manufacturer on the Client's behalf, administrative fees will apply.

24.3 Initial Quality Check (IQC) Per **Section 21.3**, **LM** handpicks materials to minimize the risk of defects. However, if a Client-provided item (Section 21.4) is found to be defective upon unboxing or during installation, the Client is responsible for the labor time spent attempting the install, as well as the labor for any subsequent re-installation once a replacement is sourced.

24.4 Limit of Liability for Recalls **LM** assumes no liability for property damage or "Uptime" loss resulting from a manufacturer-recalled item. It is the Client's responsibility to monitor recall notices for appliances and hardware within their property.

25.1 Limited Workmanship Guarantee Due to the high-impact nature and accelerated wear-and-tear of short-term and overnight rental environments, **Lodge Masters (LM)** guarantees the **workmanship** of a service for a period of **no more than 90 days** from the date of completion.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

25.2 Exclusion of 3rd-Party Warranties LM provides no warranty or coverage for 3rd-party manufacturer products, materials, furnishings, or appliances.

- **Manufacturer Sovereignty:** All products used in an **LM** service are subject exclusively to the quality assurances, guarantees, and warranties provided by the original manufacturer, distributor, or retailer.
- **Non-Assumption of Liability:** **LM** does not "adopt" or extend 3rd-party warranties. If a manufactured product fails within the 90-day workmanship window, the failure is categorized as a product defect, not a workmanship oversight.

25.3 Labor Charges for Manufacturer Issues Any servicing requested for a manufactured item (provided by a 3rd party, distributor, or retailer) is subject to the following:

- **Billable Labor:** Time and labor spent diagnosing, repairing, removing, or replacing a defective manufactured item will incur additional service charges at the appropriate **Service Tier** rate.
- **No Free Swaps:** Even if a manufacturer provides a "free" replacement part, the Client is responsible for the professional labor required to perform the exchange.

Party Interaction Policy

26.1 Prohibition of Project "Takeovers" To maintain the integrity of our **Quality Assurance (QA)** and "Uptime" standards, **Lodge Masters (LM)** requires that all projects and services be initiated and completed exclusively by our team.

- **Unfinished Work:** **LM** will not "takeover," "finish," or "improve" any unsatisfactory or unfinished 3rd-party project.
- **The "Clean-Up" Exclusion:** We do not provide services intended to "bail out" or complete another contractor's work. If a 3rd party has failed to meet a standard, **LM** will only engage if the previous work is fully removed/demolished and restarted under our **Section: Project Fundamentals**.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

26.2 Subcontracting & Labor Restrictions Lodge Masters is an independent service firm and does not provide "temp labor" or "sub-labor."

- **No Sub-Service: LM** employees will not serve under another contractor as their employees, laborers, or subcontractors.
- **Independent Command:** We only work directly for the Client or their authorized Agent, maintaining full control over our methods, Tiers, and workflow.

26.3 Prohibition of 3rd-Party Support Tasks LM is not a logistics or support firm for other businesses. We will not perform deliveries, pickups, site assistance, or any other task related to another business's performance of their job—regardless of offers for compensation.

26.4 Liability Contamination If a Client fails to disclose that a POI was previously worked on by an unsatisfactory 3rd party, and LM begins work, our **Quality Assurance** is immediately voided. We do not assume liability for the structural or technical "ghosts" left behind by previous unqualified workers.

Tampering & Exclusions of Liability

27.1 The Integrity Seal (Tampering Policy) Any project, service, or Point of Interest (POI) provided by **Lodge Masters (LM)** is considered a "Closed Service." Any POI that is altered, modified, tampered with, worked on, "fixed," or adjusted by any party other than **LM** (including Owners, Guests, Housekeeping, or 3rd-party vendors) will result in:

- **Immediate QA Forfeiture:** All Quality Assurance and workmanship guarantees are rendered null and void.
- **Agreement Termination:** LM reserves the right to immediately terminate the Service Agreement and the current project.
- **Financial Penalty:** All deposits and prior payments are forfeited to **LM** as liquidated damages for the breach of protocol.
- **Additional Fees:** Should **LM** be required to "fix the fix" caused by tampering, new service fees will apply at the appropriate Tiered rate, and legal action may be pursued for any resulting liability issues.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

27.2 Exclusions from Coverage (Acts of God & External Forces) LM provides "Uptime" through professional workmanship, but we do not control the environment. Our Quality Assurance and liability **do not cover** damage resulting from:

- **Natural Occurrences:** "Acts of God," inclement weather, floods, lightning, or geological shifts.
- **The Nature of Materials:** Natural checking in wood, stone variations, or material settling outside of our control.
- **Biological Factors:** Damage caused by pests (insects/rodents), wild animals, or domestic pets.
- **Human Factors:** Damage caused by guests, neglect, or insufficient routine maintenance by the Client.
- **External Disasters:** Fire, plumbing surges from municipal lines, or electrical grid failures.

28.1 The "Specialist" Threshold Lodge Masters (LM) is a premier maintenance and property-readiness firm. However, we recognize the strict legal and safety boundaries of specialized trades. **LM** will "hand off" any service or project component that is deemed, either by law or by our technical assessment, to require a:

- Licensed Electrical, Plumbing, or HVAC Contractor.
- Structural Engineer or Licensed General Contractor.
- Specialized Lead/Asbestos Abatement Team or similar high-hazard specialist.

28.2 Non-Substitution Clause **LM** is not, and will not act as, a substitute for any licensed trade or specialty service. We do not "play" at being a contractor. If a POI requires a licensed professional to maintain the property's insurance validity or code compliance, **LM** will halt work on that specific component and notify the Client immediately.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

28.3 The Handoff Procedure When a handoff occurs:

- **Recommendation only:** **LM** may provide a list of vetted local specialists, but the contract for that specialized work is strictly between the Client and the 3rd-party specialist.
- **Service Suspension:** **LM** will suspend all work related to that POI until the specialist has completed their task and signed off on the safety of the site.
- **Integration Fee:** If the Client requests that **LM** remain onsite to consult with or provide access to the 3rd-party specialist, time will be billed at the appropriate **Service Tier** (Section 7).

28.4 Disclaimer of Liability for 3rd Parties **LM** assumes zero liability for the workmanship, timelines, or conduct of any 3rd-party specialist brought in during a Handoff. Once the handoff occurs, the **Chain of Custody (Section 12)** for that specific task is transferred to the specialist.

29.1 Definition of "Stop-Gap" Measures In the best interest of the Client's "Uptime" and guest satisfaction, **Lodge Masters (LM)** may, in good faith, perform non-standard measures to temporarily mitigate an issue. This includes, but is not limited to:

- Temporary patches or "hot fixes."
- Makeshift or "make-do" repairs.
- Experimental work intended to hold a system together until proper parts or specialists arrive.

29.2 Exclusion of Quality Assurance (QA) By their very nature, **Stop-Gap** measures are not engineered for longevity.

- **No Coverage:** No Quality Assurance, warranty, or workmanship guarantee is offered for any temporary repair, patch, or makeshift fix.
- **Assumption of Risk:** The Client acknowledges that these measures are for mitigation only, and any failure of a Stop-Gap repair is the sole liability of the Client.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

29.3 The 30-Day "Permanent Status" Conversion A Stop-Gap measure is intended to be a placeholder until a permanent **Scope of Work (SOW)** can be executed.

- **Automated Acceptance:** If the Client fails to schedule a permanent repair within **30 days** of the Stop-Gap installation, the repair is legally deemed "Permanent" by Client Choice.
- **Finality:** Once converted to "Permanent" status after 30 days, **LM** provides zero Quality Assurance for the item. The Client assumes all responsibility for any subsequent failure or resulting property damage.

29.4 Resource Allocation for Stopgap Fixes Any Stop-Gap measure that requires additional planning, specialized assessment, or materials will be billed as a separate service event at the appropriate **Service Tier**.

30.1 The True Callback Guarantee If **Lodge Masters (LM)** is required to return to a Job Site because we failed to complete the agreed-upon **Scope of Work (SOW)** or due to a verified workmanship oversight, the return visit will be performed at no additional cost to the Client.

30.2 Billable Return Visits A return visit is **not** a callback and will be fully billable at the appropriate **Service Tier** if necessitated by:

- **Client Planning Failure:** Incomplete access, lack of utilities, or failure to clear the site.
- **Material Failure:** Materials provided by the Client were incorrect, incomplete, of poor quality, or defective.
- **Scope Creep:** Attempts to add items to the original list that were not part of the finalized SOW or confirmation. These will be treated as new Service Requests or **Change Work Orders (CWO)**.

30.3 Non-Warranty Tasks The Callback Policy does not apply to non-standard or investigative tasks. Items categorized as "Patching," "Experimental," "Testing," "Attempting," or "Fabricating" are inherently unpredictable and are excluded from free return visits.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

30.4 Follow-Up for Stop-Gap Measures As per **Section 29 (Stop-Gap Repair Policy)**, any finalized service that utilized a temporary solution, hot fix, or repair-in-place requires a scheduled Follow-Up Visit for a permanent fix.

- **No Guarantee on Temps:** Temporary measures are not guaranteed to hold until the follow-up.
- **3rd-Party Interference:** If a temporary repair requires a follow-up visit and the Client chooses to use a 3rd party or their own labor to "finish" the task, all **LM** workmanship guarantees for that POI are immediately voided.

Warranties & Quality Waivers

31.1 Labor vs. Material Warranties While **Lodge Masters (LM)** stands behind our professional workmanship (Section 25), we do not honor, extend, or facilitate 3rd-party product warranties provided by manufacturers, retailers, or suppliers.

- **Labor is Billable:** Most warranties cover only the physical product or material. All labor required to diagnose, exchange, swap, repair, or replace a 3rd-party item is a separate service event.
- **Service Charges:** These events will be billed at the appropriate **Service Tier** and rate, requiring approval from both parties before work commences.

31.2 The Quality Waiver If a Client insists on a method, material, or repair that does not meet **LM** professional standards (e.g., "just patch it" when it needs a replacement), **LM** may, at its sole discretion, agree to perform the work only upon the execution of a **Quality Waiver**.

- **Assumption of Risk:** By issuing a Quality Waiver, the Client acknowledges that the service is performed against **LM's** professional recommendation and that the Client assumes all liability for the outcome, safety, and longevity of the repair.
- **No Verbal Waivers:** **LM** does not accept verbal approvals for quality waivers.

31.3 Digital "Click-Wrap" Acceptance To maintain operational speed in a "Uptime" environment, a Quality Waiver may be executed via:

- The official **LM Quality Waiver Form**.
- Written confirmation via Email or Text.
- **Click-Wrap Approval:** A "thumbs up" emoji or affirmative response (e.g., "Ok," "Proceed," "Do it") in a digital thread constitutes a binding waiver of quality and workmanship guarantees for that specific task.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Article IV: Procedures

SOP 01: The Lifecycle of a Work Order

The Lodge Masters Process: At Lodge Masters, we have refined the entire process of services and projects to be one simple and smooth operation from start to finish. By having the same procedure for all services regardless of scope, we ensure simplicity and understanding of the process itself. This provides concrete terms to set expectations and alleviate the often confusing and convoluted processes of doing projects and services. With so many variables to manage, we simplified everything down to its core components so that we are all on the same page at the same time.

Phase I: Intake & Data Validation

1. **The Inquiry:** Client submits an inquiry identifying a specific **Point of Interest (POI)**.
2. **QAT Triage:** Our Quality Assurance Team (QAT) reviews the data for "Data-Ready" status and assigns the correct **Service Tier**.
3. **Work Order Creation:** Upon approval and verification of any required **Deposits**, a formal Work Order is generated.
 - **[Project Note]:** For projects, the deposit for the initial assessment, draft, and estimating process will be deducted from the final payment due upon project completion.

Phase II: Logistics (Procurement & Staging)

1. **Acquisition: LM** identifies and procures necessary materials via warehouse inventory or specialized ordering.
2. **Staging:** Materials are organized and staged for delivery to maintain **Site Sovereignty** and operational efficiency.
 - **[Project Note]:** Projects require the site to be "Locked Down" and blocked off for the entirety of the project. Failure to secure the property from guests or unauthorized personnel will result in additional service fees.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Phase III: Execution (The AR^RR Protocol)

1. **Assess:** An objective investigation of the POI, Proximity, and Perimeter (**Zones of Assessment**).
 - **Exploratory Demolition:** Adding a means of access (e.g., behind a sealed wall or under a floor) may be required for assessment. This will be issued as a separate Estimate and will require Client approval and a subsequent deposit before work commences.
2. **Report (The Pivot Point):** Findings are documented. If the discovery changes the scope or cost, a **Change Work Order (CWO)** is issued. Work pauses here for Client approval.
 - **Project Draft:** A proposed service plan will be issued to the Client to allow for modifications without a formal estimate.
 - **Project Estimate:** Once draft details (color, design, materials) are agreed upon, a formal Estimate is issued (valid for 30 days).
3. **Repair:** Physical execution of the service or milestone to achieve "**Guest-Ready**" status.
 - **Demolition:** Demolition is to be assumed on all rebuild projects and may require a dumpster (billed to Client).
 - **Project Milestones:** Projects utilize specific phases and corresponding progress deposits.
4. **Review:** Technical verification and digital documentation of the finished work.
 - **[Project Note]:** This constitutes the final "Punch List" and walkthrough/review section of the service.

Phase IV: Fulfillment & Payment

1. **MaintainSTR Sync:** All technical data, "Before/After" photos, and notes are finalized in the system of record.
2. **QAT Review:** Our team contacts the Client to review the outcome and confirm the property is back to "**Uptime**" status.
3. **Final Billing:** All **Additional Service Fees** are due immediately upon completion.
4. **Closure:** The Service Event is closed, and the **90-Day QA Window** begins.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Project Addendums

5.1 Materials and Supplies

- **Standard Inventory:** All standard service materials (fasteners, sealants, basic plumbing/electrical stock) used from **LM** vehicle inventory are billed at a fixed "Stock Rate" or Tiered material markup.
- **Specialty Orders:** Materials specifically ordered for a POI are subject to a procurement fee. Once ordered, these materials are non-refundable.

5.2 Project Materials: Order and Delivery

- **Lead Times:** **LM** is not responsible for delays caused by 3rd-party supply chain issues or shipping damages.
- **Delivery Logistics:** For larger projects, **LM** will coordinate delivery. If a Client elects to provide their own materials, they assume all responsibility for the quality, quantity, and presence of those materials on-site at the time of the scheduled repair. Missing client-provided parts will trigger a **Tier 1 Trip Charge** for rescheduling.

5.3 Demolition and Cleanup

- **Debris Management:** Demolition is to be assumed on rebuild projects.
- **Dumpster Policy:** If a project generates debris exceeding the capacity of a standard **LM** service vehicle, a dumpster will be required at the Client's expense.
- **The "Guest-Ready" Clean:** **LM** provides a "Construction Clean" (swept/vacuumed/debris removed). This does not replace a professional housekeeping "Turn-Clean."

5.4 Jobsite Safety

- **The Safety Perimeter:** While work is in progress, the POI is a restricted zone. Unauthorized entry by guests, owners, or other contractors is strictly prohibited.
- **Occupancy Risks:** If a site is deemed unsafe for occupancy during a repair (e.g., open subfloors, fumes, electrical hazards), **LM** reserves the right to halt work until the property is vacated.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

5.5 Project Communication and Updating

- **The System of Record:** To ensure we are "all on the same page," all project updates, milestones, and photos will be pushed through the **MaintainSTR** system.
- **Reporting Frequency:** For multi-day projects, a summary update will be provided at the conclusion of each **AR^RR Milestone**.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Article V: Data Standards & Definitions

In order to better serve our clients and in the spirit of transparency and clarity, the following are the definitions of terms as we define them:

A

Acts of God is defined by us as any event that affects our ability to travel and/or perform our service(s) and that is outside of the control of HRMS such as inclement weather ice, fallen trees, lightning storms, a declared 'State of Emergency' or other such like events.

Add-On is defined as any additional small item added to the service by the technician due to a guest request or new discovery that does not require client approval. (If the item requires client approval it is issued as a change work order, not an add-on.) Small add-on services such as replacing a light bulb or air filter would constitute an add-on and are billed on the service as an additional item and is due after the service is fulfilled.

Autocompletion is the 'as-is' completion of a work order, whether the service is performed to completion or not, due to any restriction, interference, interruption, or impedance due to the lack of access, information, safety, security, or any other reason found due, per policy, and/or the technician assigned or a team member of our company. No refund or credit will be issued in pursuance of labor laws, regulations, ordinances regulating the payment of employees for work or services performed.

Artificial Intelligence (commonly 'AI') is defined by us as any program which is designed and created to source and manipulate preexisting information from sources such as the internet, google, or any other unknown and unverified source material such as articles, social media, Wikipedia, and/or any other unverified or open source material which is designed to mimic a person or program presented as the source of information to be used by the user to make decisions or determinations from that information and is intended by the programmer for entertainment purposes only and/or has a disclaimer, caveat, or terms of use which informs the user that the information may not be accurate.

Assessment: Whenever a service is requested and a POI is created, we begin with an assessment of the POI itself, the proximity, and the perimeter to ensure that issues that travel (such as a leak) are found at the source to the best of our ability and knowledge.

Note: Due to the nature of build quality or installation, it is possible to find the original work was not done properly and that will be noted and may affect the outcome.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

B

Basic Tools are the standard tools most commonly used for minor repairs including but not limited to hand tools such as a multi-tool, claw hammer, screwdriver, saw, measuring tape, torpedo level, pliers, adjustable wrench, and Allen wrench set.

Base Rate is defined by us as the minimum price point amount which covers travel, time on task, assessment, reporting, and where possible the repairs and reviewing. Base rates do not account for change work orders, modifications, alterations, or any other aspect of a service that increases in difficulty in any way or is additional to the service originally issued.

C

Change Work Order is any change, modification, alteration, or additional service required due to a new discovery, an update of the original POI, or any additional work or service requested and/or required in the pursuit of the original service request due to any hindrance or necessary additional service such as discovered rotten framing, rusted or broken components, and other such hidden, unknown, or unreported items/issues.

Chain of Custody is defined by us as the record of responsible parties involved in a service at any point of a service cycle. This would include, but is not limited to reporting, handling, and/or servicing any issue, item, directive, or otherwise possesses, or presents, information or has done or will do a service in involved with, presents, or possesses any information, report, issue, item, directive, requirement, or service

Client is defined by us as any authorized person, party, individual, company, organization, or hiring our company to do a service and includes but not limited to an owner, property manager, and/or any authorized persons who

Conflict of Interest is defined by us as any person, program, party, service, contractor, subcontractor, means, concern, and/or business that benefits in any way by contradicting, sabotaging, and/or spoiling a service, product, or outcome provided by us whether explicitly or implicitly through bias, misinformation, misrepresentation, or effort.

Consultations are conversations, written or otherwise, made for the purpose of discussing planning, technical work, issues, inquiries for information, or any other need that relates to the giving of professional advice for a service, strategy, or process as it pertains to services we provide or review of a 3rd party statement or plan.

Cost is defined by us as the overall expense of a service or product including unit price and other fees, permits, etc.

Cost Plus Pricing is defined as any service fee structure which calculates an hourly rate plus the cost of materials and any profit and markups added. *Note: We do not use this pricing model.*

Concatenate (skill) is defined by us as any nodal skill or ability that is cross-compatible with another skill or ability.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Customer Service is defined by us as the relationship between a client's guest and the client's need to pacify, placate, or otherwise issue services for the purpose of redemption, reduction of outcome (damage control), and/or otherwise a 'warm body' of a representative onsite in person to satisfy a complaint, need, or demand so long as it is within the confines of our service procedure.

D

Directive is defined by us as any expectation of service by the client based on an issue discovered or reported by themselves or a 3rd party which is included in the inquiry for a service request and is treated by us as second-hand information and will be reclassified as a Point of Interest by us in order to perform an objective assessment onsite.

Draft is defined by us as any document, plan, drawing, rendering, idea, proposal, and/or provides general ideas for a project, service, or job which defines, plots, or designs a service to be performed and is used to discuss and decide on designs, colors, patterns, materials, and other such choices on the part of the owner or property manager as it pertains to any project which requires it and will be issued as a standalone document that outlines what will be on the estimate and allows these decisions to be documented prior to an issued estimate.

Deliverable is defined by us as any product, service, or work provided for the purpose of an outcome and includes

Downgrade (service) is defined by us as any service which was issued as emergency, priority, urgent, or specified as a skilled service which is assessed and found to be less than expected or is unable to be performed by us either by our handoff policy or otherwise will receive a credit for the difference between the two and will be on the client's account for no longer 30 days.

E

Emergency/Emergency Services is defined by us as any issue, item, or Point of Interest which may currently or imminently result in damage or cause harm to persons or property.

En Route is when a technician has begun the process of travelling to the service site. This status begins at the moment they have selected, or reported, that they are 'on their way' to the service.

Expert is defined by us as any 3rd party called upon for review or inspection to validate or challenge a service and who is tenured in the industry or trade, has a minimum of 10 years of hands-on 'in the field' experience, currently licensed or licensed within the previous 3 years of the date of interaction and must have in the purview of the service or item which may be called upon for review or inspection in order to validate, verify, or confirm a service or item is done according to industry standards, code, or within the confines of the service or item at hand.

Exploratory Demolition is defined by us as the means of access to assess a service item or issue which is behind a structure or is otherwise inaccessible by reasonable and common means such as a door or panel and requires creating a means of entry to access that area or item and will be charged as a service or as a project in and of itself.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

F

Field (service) is defined by us as the relevant market, industry, and/or trade to a service, task, project, or job.

G

Guest is defined as any person, persons, group, or assembly who are under agreement with the client for the use of the property for their enjoyment, entertainment, relaxation, or otherwise is onsite at the time of a service which is capable of interfering with the performance of our services, restrict our access to certain areas, or inhibit our ability to move freely and interact with the service Point of Interest whether they are the primary renter, their family, or their party.

I

Inquiry(Inquiries) is defined by us as any request, formal or informal, from a client regarding any product or service which may include details, reported issue(s), and/or expectations and is at the discretion of our company's approval and acceptance.

Interference is defined by us as any action or activity by any 3rd party which may include but is not limited to property owners, property managers, partners, cleaners, contractors, subcontractors, family members, guests, and/or any other person or persons who affect the outcome or performance of a service in any way by any means.

L

Logical Fallacies, as commonly defined, include but is not limited to:

Ad hominem attacks, strawman arguments, slippery slope arguments, false dilemmas, red herrings, hasty generalizations, correlation vs causation (false cause) debates, bandwagon/popular opinion , 'begging the question' (assumed conclusion), and appeal to authority (unqualified).

The use of any listed, or unlisted, logical fallacy used will not be accepted by Lodge Masters in any way during any part, portion, or discourse regarding services rendered or planned.

M

Minimum Quality Standard is defined by us as the reasonable expectation for the outcome of a service depending on the afore to and agreed upon service standard set forth by the client, situation, service potential, longevity of components, end result, and/or functionality of the service once completed. This will include, but not limited to code, instructions, standard operating procedures, assembly diagrams, service procedures, and/or industry standards where applicable.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

O

Objective (assessment) is defined by us as the impartial review, assessment, or inspection of any directive, point of interest, item, issue, or request.

'On Call' Services are defined by us as the “traditional” reactive method of having a service provided after an issue is reported by a guest, cleaner, or some other representative.

While assigned technicians to your property may be ‘on call’ depending on availability and events, secured by retainer, we do not provide reactive services as a stand-alone service but as a part of the overall proactive strategy and are not priority with few exceptions as outlined herein.

Owner is defined by us as any person, persons, or entity who has ownership of the property and/or is legally able to make the financial, operational, and other such decisions and for all services to be performed and would include business partners, spouses, and other entities involved in the property’s taxes, status, welfare, and upkeep. This includes any conglomerate, organization, investment group, individual, or otherwise.

P

Price is defined by us as the base expense of a service or item.

Price Match is defined by us as any attempt to reduce pricing of a service by a client by comparing a competitor price to ours and asking for us to match it.

Priority is defined by us as the metered comparison of the importance and urgency of one service against another on ‘the grand scale’. If two services are identical in priority, or level of importance, then we will determine priority based on time, effort, and/or outcome.

limitations placed on us by time, budget, or accessibility, and other variables, metrics, and modifiers.

Party is defined by context and situation as one of the following.

A: (Persons) is defined by us as any source of information and/or communication which includes, but is not limited to, 1st person, 2nd person, 3rd person, and so on. References to source materials such as papers, materials, definitions, and/or experts are considered 3rd party at the very least and are subject to approval and acceptance.

B: (Gathering) is defined commonly as a gathering of people, and/or an event of a gathering such as birthday party, etc.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Project are defined by us as any service, job, task, item, or event which requires two or more workers, two hours of service, non-standard/special equipment, technical knowledge, expertise, hands-on experience, has multiple phases, has multiple components, or has a list. All projects are scaled between small and large based on the number of crew, time, location, effort, equipment, and many other variables.

Note: Projects may include product/furniture assembly, appliance installation, evaluation of an appliance or amenity, outlet replacement, fixture installation, deck repairs, and so on.

Point of Interest: Due to the nature of second-hand information and lack of experience or expertise, all request items are construed each as a Point of Interest, POI. We begin our assessment on these POIs however that may not be the actual issue origin.

Q

Quality Assurance is defined by us as the guarantee we offer to our clients that the service workmanship provided by us and performed for the client was done to the minimum quality standard that meets an ascribed threshold of quality, workmanship, and life expectancy of the service issued at

Quality Assurance Team (QAT) is the core operational division of the HRMS internal network and the central hub for communication and customer service management in the HRMS organization. QAT directs workflow, assesses the status of a service, determines whether a Change Work Order must be issued or a Time Extension, and manages teams.

S

Service is defined by us as any need, point of interest, and/or issue that has been created by a guest, client, event, or situation, that needs to be resolved in order to provide customer service, guest service, and/or for the purpose of improvement, repair, or property protection.

This may be a conversation, labor, time, expertise, or any other means whereby a need is fulfilled by us with the exchange of funds to pay for that work be that intellectual or physical labor.

Service Cycle is defined by us as the 'life cycle' of a service and includes discovery, reporting, repairing, and reviewing a service or item.

Service Deposit is the prepaid Service-Hour paid in advance to cover the initial assessment of a Point of Interest. The deposit covers the travel, assessment, and reporting of an issue. If the issue can be remedied during this timeframe then it will be included, if not a Change Work Order will be issued or a Time Extension.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Scope of Work (SOW) is defined by us as the body of expressed list of inclusions, exclusions, and limitations which are usually in the body of any service document and may include, but is not limited to, any draft, estimate, proposal, consultation, and/or any other service(s) to be provided for a client within the purview of our offerings and licensure.

Scope Creep is defined by us as the uncontrolled expansion of a service or project goals, requirements, deliverables, additional items, and/or tasks unrelated to the original agreed-upon item, issue, or service which incur additional costs for labor, time, and materials.

Service Calls are defined by us as a service that requires: a single service technician, a single 'service hour', does not require a specialist, does not require technical expertise, and can be done with basic tools.

These services may include being onsite to accept a delivery for a client, awaiting another technician or worker, customer service issues, and general repairs on simple or standard items such as lightbulbs, batteries, air filters, doorknobs, and so on.

Service Potential is defined by us as the assumed prediction of the outcome of an item or issue. Service potential is limited to the given budget by the client, area of service, property status, time, conditions, client or guest expectations, material availability, client choices, approvals, preapprovals, and other variables of a service either within or outside the control of Lodge Masters.

Service Escalation is the process of increasing the importance of a service priority or importance determined by us and based on the 'greater scale' of all services being provide governed by the policies herein and common sense.

Service Deescalation is the process of decreasing the importance of a service priority or importance determined by us and based on the 'greater scale' of all services being provide governed by the policies herein and common sense.

Service-Hour is defined by us as any time or effort given for the purpose of fulfilling a work order from start to finish. A Service-Hour may include, but is not limited to:

- Drive time (en route to arrival)
- Shopping time.
- Assessment.
- Reporting.
- Repairing.
- Reviewing.
- Time extensions.
- Or any other time or effort put forth to fulfill the approved work order.

NOTE: Delays, reroutes, inclement weather, acts of god, emergency, roadwork, and other interferences will require additional time and is required to be paid for by the client.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

Standard is defined by us as a generally accepted 'common' task or service which only involves simple tools and low to mid educational requirements and experience in order to perform. An example would be changing a light bulb or moving a table.

Skill is defined by us as the ability to perform a task with a consistent outcome. This is subdivided into skilled and unskilled work.

Skilled (work) is defined by us as any service performed or provided which requires expertise, experience, tenure, knowledge, tools, equipment, and/or any specialized abilities or knowhow which is required for the appropriate end result and may typically be a trade skill, solution, or.....

T

Time On Task is defined by us as the time used on a service or task which has been afore agreed to by the client via request or as the situation demands prescribed by the client or situation. This encompasses any time related to the performance of our duties in line with the requested service and may include but is not limited to the start of travel, being en route, shopping, assessment, reporting, additional tasks, and

Travel Time is defined by us as any time designated for travel between the starting point of a Lodge Master technician or representative for the explicit purpose of going to a service area or POI and is documented and communicated by us to the client as it pertains to the service at hand. Travel Time may be affected by traffic, reroutes, roadwork, acts of god, vehicle malfunction, or other delays which directly impact the ability to simply go from the starting point to the service area or property.

Time Extension is any additional increment of time added to a service. We offer time extensions of 15 minutes, 30 minutes, and hourly. All Time Extensions and are prorated based on the service type, urgency, and skillset required. A service extension may be issued for an additional technician to be on-site in lieu of a change work order and is at the discretion of the Quality Assurance Team.

Third-Party (3rd party) is defined as any unauthorized and/or uninvolved person, program, source, data, or material which is referenced, or referred to, that is not directly involved in the service at any time or point or is auxiliary to the service being proved by us.

Guest

Contractor/Subcontractor

AI and other programs.

Friends and Family as commonly understood.

Representatives such as HOA, City, and Property Management.

Neighbor is defined as any 3rd party who is in relationship with the property.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

U

Unit Pricing is defined by us as the primary measure of monetary value placed on all aspects of a service to be provided including operating expenses, travel time, shopping time, planning, consulting, delivering, staging, setup, time on task, execution of service, and any of the many complicated or menial tasks

the determined cost of the final result as a price point not including any change work orders, add-ons, modifications, and additional requests. Many factors, variables, costs, and expenses are calculated using a table.

Unskilled (work) is defined by us as any non-concatenate skill or ability which may be necessary to perform a service or task which can be done by the common layman, homeowner, or person with relative ease, little knowledge, and with simple or basic tools and/or equipment.

Note: Unskilled work may include services such as a delivery of goods, waiting, etc.....

Upgrade (service) is defined by us as any increase in service fee or additional item(s) necessary to provide the expected service outcome by the client.

Article V: Legal & Disclaimers

3.10.1 The "Old Work" Clause (Inherited Risk) Maintenance on "Old Work"—structures previously built, designed, or repaired by third parties—inherently involves unknown standards of quality.

- **The Disclosure:** In the process of performing an appropriate repair, existing "Old Work" that is rotten, brittle, or improperly fabricated may suffer damage upon disturbance.
- **The Release: Lodge Masters (LM)** is released from liability for damages caused by the failure of existing "Old Work" during the execution of a new Service Event.

3.10.2 Material Custody & Product Warranty

- **Site Release:** Once materials for a job are delivered and staged on-site, they are the property and responsibility of the Client. **LM** is released from responsibility for material theft, weather damage, or tampering once delivered.
- **Manufacturer Warranties:** Products and hardware purchased for the job are warranted solely by the manufacturer. **LM** warrants the **labor and installation only**, per our 90-day Guarantee.

Lodge Masters, LLC | Professional Services

Uptime Blueprint & Terms of Service Agreement

3.10.3 The "No-Help" Policy (Liability of Interference)LM is hired for our expertise and safety standards.

- **Active Interference:** Clients, guests, or owners are strictly prohibited from "helping out" or participating in physical labor during a Service Event.
- **Forfeiture of Liability:** Any unauthorized "help" or physical interference by the Client or their representatives immediately releases **LM** from all liability and nullifies all warranties for that Service Event.

3.10.4 Third-Party & "Jury-Rigging" Exclusions

- **Primary Contractor Status:** **LM** does not offer warranties on any job where we are not the primary service provider. If we are working alongside or "cleaning up" after other contractors, no warranty is expressed or implied.
- **Patches & Experiments:** Requests for "temporary patches," "do-your-best" fixes, experiments, or "jury-rigging" are performed at the Client's sole risk and carry zero warranty.
- **Third-Party Interference:** Interference by 3rd-party specialists not managed by **LM** will result in the immediate termination of the Workmanship Guarantee.

3.10.5 Limits of Decision-Making To maintain professional boundaries, **LM** does not make the following choices on behalf of the Client:

- **Design/Decoration:** We do not choose styles, layouts, or aesthetic "looks."
- **Color Selection:** Final color choices for paint, stain, or finishes must be approved in writing by the Client.
- **Legal/Compliance:** **LM** does not provide legal advice or make legal decisions regarding property usage, permits, or local ordinances.